

Consolidated Banking

FREQUENTLY ASKED QUESTIONS

1	What do I do to start a new year with Consolidated Banking? <ul style="list-style-type: none">All users should log into SinglePoint; make sure passwords work; and entitlements are correct.System Administrators should log into SinglePoint and check if all school users are listed on the system and setup properly. Entitlements and user access should be adjusted as necessary. They should also check to make sure any staff who was inactivated during the summer is activated.Principals should make sure that their email account is not full. Check emails for updated information from Consolidated Banking and U.S. Bank.
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SINGLEPOINT

Access

2	How do I access SinglePoint? <p>Go to: https://SinglePoint.usbank.com. Add this website to your internet favorites. You will not receive an icon on your computers.</p>												
3	What is the Customer ID? <p>IDs assigned by U.S. Bank which separate school users by areas to promote efficient processing speed. Users must access SinglePoint in their assigned areas. Do not use the "CPS" identifier originally assigned to users.</p> <table><tr><td>Areas 0 – 3</td><td>CPS1</td></tr><tr><td>Areas 4 – 7</td><td>CPS2</td></tr><tr><td>Areas 8 – 11</td><td>CPS3</td></tr><tr><td>Areas 12 – 15</td><td>CPS4</td></tr><tr><td>Areas 16 – 18</td><td>CPS5</td></tr><tr><td>Areas 19 – 25</td><td>CPS6</td></tr></table>	Areas 0 – 3	CPS1	Areas 4 – 7	CPS2	Areas 8 – 11	CPS3	Areas 12 – 15	CPS4	Areas 16 – 18	CPS5	Areas 19 – 25	CPS6
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Areas 4 – 7	CPS2												
Areas 8 – 11	CPS3												
Areas 12 – 15	CPS4												
Areas 16 – 18	CPS5												
Areas 19 – 25	CPS6												
4	How do I access SinglePoint if I forgot my password? <ul style="list-style-type: none">Click the <i>"forgot your password"</i> link and answer challenge questions.If this does not work, you will need the school's system administrator to reset the password.If the principal's (system administrator) password needs to be reset, call the Consolidated Banking Hotline at 3-2766.												

SINGLEPOINT (con'd)

5	What do I do if I am locked out?
	Users must request the principal/system administrator to reset the password. If the principal's (system administrator) password needs to be reset, call the Consolidated Banking Hotline at 3-2766.
6	What happens if I have not logged into SinglePoint in months?
	The system will automatically inactivate any user who has not logged onto the system in 60 days. The principal/system administrator will have to reactivate the user. (click <i>System Administrator</i> , find users name, make sure Available Actions box reads Reactivate, click submit button).
7	How do I change my Password?
	Go to <i>Personal Settings</i> ; click on <i>Change Password</i> link. Make sure you answer the challenge questions. This will allow users to get into SinglePoint if they forgot the password.

Setting up a New User

8	How do I set up a new user on SinglePoint or modify entitlements of existing users?
	<p>Only the System Administrator has the ability to set up or modify users. Refer to <i>System Administration</i> section in training manual.</p> <p><u>Things to remember when setting up a new user...</u></p> <ul style="list-style-type: none"> ▪ Existing users entitlements can be copied to make setup process easier for adding new users. ▪ All fields with asterisk are required fields. ▪ User IDs should be first initial and last name; i.e. <i>jbrown</i>. ▪ If granting a user System Administration duties, click the Sub-system Administrator box on the first page of the form. ▪ Book Transfers and Information Reporting are the only functions available to CPS ▪ When assigning entitlements, remember to select both the "Allow user access: box and move all entitlements you are granting to the user to the box on the right. ▪ If granting a user Book Transfer entitlements, on Step 3, remember to add the school account and the Central Office Billing Account to the user's access. ▪ New/modified user requests must be approved by another System Administrator.

Book Transfers

9	<p>How do I initiate a Book Transfer?</p> <ul style="list-style-type: none"> ▪ Refer to <i>Book Transfer</i> section of the training manual. ▪ Transfers must be initiated and approved by Thursday at 3:30 for funds to be placed on the school's generic budget line (124-57940-119035-904003) on the following Monday. ▪ Schools MUST use the Initiate Template Transfer link. Funds will not be pulled if schools do not use the template. ▪ Remember the Effective Date must be on or after the date the Approver will actually approve the transaction. ▪ Be careful to transfer the correct dollar amount.
10	<p>I am trying to approve a Book Transfers but cannot locate it?</p> <p>The Effective Date may have passed. The initiator must change the date of the transfer to a date on or after the day the Approver will actually approve the transaction.</p>
11	<p>What do I do if I cannot find a book transfer template for my school?</p> <p>Contact Consolidated Banking Hotline.</p>
12	<p>What do I do if I have followed the book transfer procedures; however, the funds are not on the budget line school?</p> <p>Contact Consolidated Banking Hotline.</p>
13	<p>After processing a book transfer, can funds mistakenly transferred or unused funds be sent back to the internal accounts?</p> <p>No funds will be returned to schools once the book transfer has been processed and funds placed on a budget line. Schools will have to use the Oracle PO system to process payments with these transferred funds. Contact the Budget Office with questions on how these funds can be used. Contact Business Service Center to get instructions on how to record these funds in M.Y.O.B.</p>

General

14	<p>How do I set alerts on LaunchPoint page?</p> <ul style="list-style-type: none"> ▪ Go to <i>Personal Settings</i>; click <i>Manage LaunchPoint Messages</i>. ▪ Click the <i>Enable Message</i> box on left and the <i>LaunchPoint</i> box on the right for every message you would like to enable; click <i>Save</i>. ▪ Schools are encouraged to set up <i>Balance below threshold limit</i>. The system will alert you when your account reaches a designated dollar amount. For additional information, go to <i>Personal Settings</i> in the training manual.
15	<p>How do I find my account balance?</p> <p>Go to SinglePoint, click on <i>Information Reporting</i>. School balances as of yesterday is listed under <i>Opening Available Balance</i>. Call U.S. Bank Commercial Customer Service to get current balance information.</p>
16	<p>How do I search for a specific check?</p> <p>Go to SinglePoint, click on <i>Information Reporting</i>, then click on <i>Transaction Search</i>. At the bottom of the screen under <i>Transaction Reference</i>, enter the check number. Since the number must be 10 digits, add leading zeros before the check number. For example, to search for check # 1234, type 0000001234.</p>

BANK STATEMENTS / UTILIZATION REPORTS

17	When will I receive my bank statement?
	Bank Statements are emailed to principals on the 2nd business day of every month. Principals must make sure their email account is not full.
18	What do I do if I did not receive a bank statement?
	<ul style="list-style-type: none"> ▪ Contact the U.S. Bank Hotline and request the statement to be faxed to your school. Check to see if the bank has the correct email address listed on the system. ▪ Remember to expect the statements on the second business day of every month. Make sure your email account is not full. If full, the statements will be rejected and returned to U.S. Bank.
19	How do I open the Bank Statement?
	The password is the school's Oracle unit number.
20	Can I respond to the email with the Bank Statement?
	No, please contact U.S. Bank Commercial Customer Service or the Consolidated Banking Hotline if you have questions or concerns.
21	Why can't I open my bank statement?
	You may need the image viewer or may have blocks set up on your computer. Contact 3-EXCL to request a technician come out to help with pulling up the emailed bank statement.
22	Can Bank Statement/Utilization report be emailed to other school staff?
	Yes, however the principal must send written request to Williedean Tate via email or fax (fax: 553-2711) along with the person's email address. Statements will then be sent to the principal and the designated staff.
23	Why does the bank statement have a Milwaukee address?
	To eliminate schools receiving excessive automated mailings from the bank, any unnecessary statements are sent to a Milwaukee address. Schools should receive all the statements they need via email.
24	What is the Utilization Report?
	The Utilization Report is a monthly report that summarizes fees associated with school usage of SinglePoint and all banking services. SCHOOLS WILL NOT RECORD ANY FEES! This report is for information reporting only. In addition, interest reported on the Utilization Report will not be recorded. Interest will be recorded in M.Y.O.B. from the bank statement only.
25	Do I need to save the electronic version of the bank statement/utilization report?
	Yes, schools should save electronic copies of bank statements and utilization reports in a folder on the administrative computer after printing copies for the school files. To save documents on the computer, open the email, enter the school's Oracle unit number to open the document; click File, Save As, name the file and save in the U.S. Bank folder.

BANK STATEMENTS / UTILIZATION REPORTS (cont'd)

26	There is an electronic deposit (EDI) on my bank statement. How do I get additional information on what this deposit is for?
	<p>Request your System Administrator to add Special Reports to user's Singlepoint access in order to run EDI Remittance Reports. If you need assistance with adding this report to Singlepoint user access, please call the Consolidated Banking Hotline. The data in this report is maintained on Singlepoint for 45 days. Once access is granted to EDI Remittance Reports:</p> <ul style="list-style-type: none">○ Log into Singlepoint○ Click on Information Reporting○ Click Reports○ Scroll down to Special Reports○ Click drop down arrow in white box and select EDI Remittance. (This report provides all electronic debits and credits)○ Select date of transaction and click View Report button○ Write down DR #○ Go to Oracle i-Expense and search for the DR#○ Oracle will provide the description, budget line and history of the transaction.

ARCHIVE IMAGE CD

27	What is the image CD and how do I use it? The Image CD is a CD with the images of all checks transacted at the bank for your school. The CD contains both the front and back images of checks. This CD is mailed to the school every month and must be maintained at the school with the monthly internal accounts reports.
28	How do I install the image CD? To install the CD, refer to the <i>Bank Statements, Utilization and Check Images</i> section of the manual. Also refer to the U.S. Bank Image Archive Installation Instructions in the addendum. Schools will need to set up a Master User Password. This password must be kept on file at the school. The Master Password cannot reset once it has been setup.
29	What do I do if I am experiencing difficulty with installing the CD? Contact U.S. Bank's Image CD Service at 800/504-0411, option 3.

DEPOSITS

30	How do I prepare my deposits for armor-car pickups? See Preparing Funds for Pickups in the training manual. <i>Remember</i> - Every deposit bag MUST have a deposit slip. Do not split funds in different bags with one deposit slip.
31	What do I do if the deposit slips do not provide enough spaces for the number of checks I am depositing? Total the checks and complete the deposit slip with the total dollar amount of checks as opposed to listing each check separately. Deposit checks into one deposit bag.
32	Where is the closest U.S. Bank Branch? Contact U.S. Bank Commercial Customer Service or go to the Consolidated Banking website FAQs and click "What Are The Locations of the US Bank Branches?"
33	Will I receive a deposit slip from U.S. Bank after funds have been picked up? No, schools will not receive a deposit slip. Schools will use the completed strip from the deposit bag as the deposit slip. This strip must be stapled to the Treasurer's receipt book. Schools can also go to SinglePoint and print information on the deposit transaction.
34	What if there is a discrepancy with my deposit? U.S. Bank will contact the school when there is a reportable discrepancy between the dollar amount on deposit slip and the amount counted by the vault. Please remember to use all safe-handling procedures listed in the training manual. Two people should count and sign off on all deposits at the school.
35	Will deposit procedures differ at the bank branches? Generally, deposits should be made through armored car pickup, however in limited circumstance deposits can be made at a branch. Be mindful that not all branches are setup to quickly handle large commercial deposits (i.e. many items (checks and / or currency) and or large amounts of change). Making a deposit at a branch may go more smoothly if schools prepare the funds in the tamper resistant bags with a deposit slip and leave your deposit in the drop box or with a commercial teller for later counting.

ARMORED CAR SERVICE

Pickups

36	When is my scheduled pickup? Each school will get a minimum of one pickup per week. Contact the Consolidated Banking Hotline to get scheduled pickup dates.
37	What if I missed my schedule pickup? Schools have three options: (1) take the money to a bank branch; (2) Follow the funds safe handling procedures in the training manual, and wait for your next pickup; (3) Utilize another school's pickup.
38	What if an emergency occurs and I need an urgent pickup. What do I do? Who should I contact? Request an Urgent Pickup Service. Finance Department may grant your request, but requires school to give a two-day notification for urgent pickups.
39	How do I get an urgent pickup? Forms can be found on the Consolidated Banking website or in the training manual. Fax completed forms to 553-2711.
40	My scheduled pickups are not working for me. Can I change my scheduled pickup day or time? Due to the number of schools, scheduling changes are difficult. However, you can make a request to the Consolidated Banking hotline. Per CPS's contract with Dunbar, office pickups can be made anytime the office is open, which should roughly correspond with whenever children are in the school.
41	What happens if Dunbar did not come to perform a pickup? Call Consolidated Banking hotline to inform us of the non-pickup. If possible, we will schedule another pickup for your school. Follow safe handling of funds process and wait on the pickup or take the funds to the bank branch and make the deposit.
42	What if I do not have any funds to deposit? You do not need to call Dunbar. The Dunbar driver will come to the school as scheduled. Just inform the courier that you do not have a deposit. The courier will still need to swipe the location card to indicate that the school was visited.
43	Do I give the Dunbar driver my deposit if he/she does not have a Dunbar ID card? No, schools should not release any funds to drivers without proper identification. Drivers receive IDs the morning they show up for work and are required to display the IDs on their uniforms.

Supplies

44	I do not have a log book or school identification card. What do I do? <ul style="list-style-type: none">▪ The Dunbar driver will provide a manifest form for the school to complete until school gets the logbook and identification card.▪ Request the Dunbar driver to bring log books and identification cards to the school. It may take a week to obtain cards. If you do not receive the items with the next weekly pickup, contact Consolidated Banking Hotline. Do not release deposits unless you have received the logbook or completed a Dunbar manifest.
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SIGNATURE FORMS

45	How do I change signers on the bank account? The school must complete new bank forms. NOTE: All signers must sign the forms. The new form will replace the form the bank currently has on file. Changing signatories can only be done at the Central Office - not at the bank branches!
46	Where do I get bank forms? Forms are found on the Consolidated Banking website (www.quia.com/pages/consolidatedbanking.html). If you cannot find a form, contact the Consolidated Banking hotline to request forms to be emailed to the school.
47	Where do I submit bank forms? Bank forms should be faxed to 553-2711 along with copies of the state ID/drivers license for each new signer. The original form must be sent to Williedean Tate (Finance Department, 14th floor, GSR 125).
48	How will I know if the forms have been processed? Call the U.S. Bank Commercial Customer Service to check the status. If forms have not been received by U.S. Bank, contact Consolidated Banking hotline.

INTERNAL ACCOUNTS / M.Y.O.B.

49	How do I record deposits?
	Deposits should be recorded in M.Y.O.B on the day of Dunbar pickup or the day the funds hit the account (view in SinglePoint).
50	How do I reconcile two bank statements?
	See <i>Reconciling with Two Bank Statements</i> in the manual.
51	How do I record interest?
	Interest should be recorded when reconciling bank account on M.Y.O.B. Refer to the training manual. Interest is reported on the bank statement. Do not record interest from the Utilization Report.
52	There is an electronic deposit (EDI) on my bank statement. How do I get additional information on what this deposit is for?
	<p>You will need to review information in the EDI Remittance report under Information Reporting in Singlepoint.</p> <ul style="list-style-type: none"> ○ Log into Singlepoint ○ Click on Information Reporting ○ Click Reports ○ Scroll down to Special Reports ○ Click drop down arrow in white box and select EDI Remittance. (This report provides all electronic debits and credits) ○ Select date of transaction and click View Report button ○ Write down DR # ○ Go to Oracle i-Expense and search for the DR# ○ Oracle will provide the description, budget line and history of the transaction. <p>You may also contact Accounts Payable to get EDI information.</p>
53	The school received a check but the check was returned. How much do I charge for the returned check?
	Per Board policy, there should be a \$34.00 fee for returned checks.

BANK SUPPLIES

54	How do I order additional Checks? Contact US Bank Hotline. Schools will be billed by Deluxe or their accounts will be debited for the order.
55	How do I order additional tamper-resistant Bags? Go to the Consolidated Banking website, complete forms and submit by fax to 553-2711. Once order has been processed, Bags will be delivered via CPS mail run within a week.
56	How do I order additional Deposit slips? Contact US Bank Hotline. Deposit slips will be mailed to the schools.

GENERAL QUESTIONS

57	How do I order a stop payment on a check? Call the U.S. Bank's Commercial Customer Service.
58	When do I escheat funds to Central Office? Schools should review outstanding checks on a monthly basis. If there are checks over 6 months old, these funds should be escheated to the Central Office – General Accounting. See training manual for procedures.
59	What do I do if I suspect fraud on my account? Any fraud on a school account should be reported to U.S. Bank Commercial Customer Service at 800.706.4727, and the Consolidated Banking hotline. If it is suspected or known that a local school council member or an employee, contractor, or member of the Board is involved in the fraud the then CPS Inspector General Office should also be contacted at (773) 534-9400 or Email: to investigations@cps.k12.il.us If a fraud occurs schools can generally either close the existing account and get a new account or put stop payments on the item(s) involved in the fraud and continue using the current account. Schools should consider if other outstanding checks exist? If they do, do they still want the Bank to close the account, or do they want to keep it open until they clear or permanently? If the account is kept open only until checks clear, the bank may request a listing of checks and dollar amounts so they can be monitored. The Bank can place a stop on a check or a range of checks. The default stop payment term for the stop is 6 months. If the account is ultimately closed, then the issue of the stop expiring would not apply, however, if the account were to remain open, the option of replacing the stop exist. If the account is to be closed. The new account can be opened within 3 business days. A new account and temporary checks can be provided by U.S. Bank Commercial Customer Service at 800.706.4727. The Bank can typically issue 12-15 checks and they can be sent 2 day. If there are repetitive fraud issues at the same school, both CPS and U.S. Bank will have to take additional securities measurers to protect the integrity of school accounts and funds.

Consolidated Banking – Frequently Asked Questions

60	What are the Bank branch procedures? <p>The primary deposit method for schools is via Dunbar Armored car, who brings the deposits to cash vault; however,</p> <ul style="list-style-type: none">▪ Any CPS customer may make a deposit at a branch. Schools may be required to make deposits with post-verification (i.e. count funds and leave at bank to count later), as the bank may not be able to process the deposit immediately due to long lines, large deposits, shortage of staff, etc.▪ The Bank discourages schools from using the branch Drive-up windows for commercial deposits.▪ Counter checks are not available at branches nor are temporary checks available through U.S Bank Commercial Customer Service.▪ Branches cannot provide schools with bank statements. If schools did not get the emailed bank statement, statements are available to schools by calling Commercial Customer Service at 800.706.4727. Do not call any other bank 800 numbers.▪ No signatory changes should be conducted at the branches. Contact Consolidated Banking hotline for forms and procedures.▪ From time to time, schools may have unanticipated monies at the school and need to deposit them immediately. Please refer to CPS options for deposits.
61	Can schools utilize other U.S. Bank locations? <p>Yes, schools can utilize other bank locations; however, schools must remember that Dunbar Armored car service is the primary method of deposits.</p> <ul style="list-style-type: none">▪ New U.S. Bank branches will be opening in various Dominick stores throughout the city▪ Deposits may be made at in-store branches provided that:<ul style="list-style-type: none">○ No coin is accepted○ Deposits & withdrawals are limited to \$20,000 or less○ Post verification will likely be necessary as the branches

CONTACT INFORMATION

Central Office

<p>Questions/Assistance with:</p> <ul style="list-style-type: none">▪ <i>Help with SinglePoint</i>▪ <i>Reset Principal passwords</i>▪ <i>Setting up users</i>▪ <i>No bank statement or utilization report received</i>▪ <i>Initiating/Approving book transfers</i>▪ <i>Changing/Adding signers to account</i>▪ <i>Pickup issues</i>▪ <i>Ordering deposit slips and deposit bags</i>▪ <i>Fraud</i>	<ul style="list-style-type: none">▪ Consolidated Banking Hotline - 553-2766▪ Email - consolidatedbanking@cps.k12.il.us▪ Consolidated Banking Website: http://www.quia.com/pages/consolidatedbanking.html▪ CPS Website - http://www.cps.k12.il.us/AboutCPS/Departments/finance/consolidatedbanking/ <i>[Wille is this correct]</i>
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U. S. BANK

<p>Questions/Assistance with:</p> <ul style="list-style-type: none">▪ <i>Account balances</i>▪ <i>Ordering checks</i>▪ <i>Request fax of bank statement</i>▪ <i>Order Stop Payment on check</i>▪ <i>Check status of signatories</i>▪ <i>Cleared checks</i>▪ <i>Fraud</i>	<ul style="list-style-type: none">▪ Commercial Customer Service – (800) 706-4727▪ Email - commercialcustservicemilwaukee3@usbank.com▪ Archive CD Assistance – (800) 504-0411; Option 3
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BUSINESS SERVICE CENTERS

<p>Questions/Assistance with:</p> <ul style="list-style-type: none">▪ <i>Help with Internal Accounts and M.Y.O.B.</i>	<ul style="list-style-type: none">▪ BSC North – (773) 553-5960▪ BSC Central – (773) 535-8654▪ BSC South – (773) 535-7030
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