Credit Union Accounting and Management System-ii (CAMS-ii™)

Version 5.5.5 Update Notice

This update notice describes new features, updates, changes, and anomalies since last notice.

Last updated on September 15, 2022, at 11:30 AM EST.

Contents

Back Office

ACH

- *Previously*, in the 5.5.4.2 release we fixed the **Automated G/L Return Entries** parameter (via **Back Office** > **Parameters** > **Control-ACH)** so the proper GL ACH return entries are created. Those entries used the same transaction codes as the ACH exceptions, so you had to select the ACH EXCEPTION (Debit) and ACH EXCEPTION (Credit) GL entries to display the return amount detail.
    - *Now*, new transaction codes titled ACH RETURNED EXCEPTION (Debit) and ACH RETURNED EXCEPTION (Credit) were added so that you can determine the GL the automated return entries will hit. The entries will show as separate transactions to simplify balancing.

      NOTE: Verify that the desired ACH Return GL is linked in the interface (via **GL** > **Systems Tasks** > **Interface To CAMS** > **Accept** > **Redefine/Rebuild Interface** > **Override** then click **Accep**t until you reach the Transaction Based Activity page. Search for **ACH Returned Exception**, update that GL account and click **Accept**.)

- *Previously*, in the 5.5.4.2 release we added the ability to post only ACH credits early based on the inputted future Post Thru Date (via **Back Office** > **ACH** > **Processing** > **Posting ACH**

Online > Input Future **Post Thru Date** > Check the **Extract and Post Early ONLY ACH Credits** check box > **Accept**); however, when the future credits posted, the future dated pending transactions did not display again until after batch processing.
  - *Now*, when future credits are posted, future pending transactions will correctly show on the member account.

ACH Items Pending Posting								
Sub	**Account Description**	**Company Name**	**Entry Description**	**Effective Date**	**Transaction Amount**	**Entry Class**	**DFI Account**	**Individual Name**
70	CHECKING	SSA TREAS 310	XXSOC SEC	08/10/2022	1,371.50	PPD	4620170	MARCUS R ONEAL
				Net Total	**$1,371.50**			

Notices

- Added the ability to automatically create share collection notices. When configured, the notices will run weekly. Three notices, including co-owner notices, will be produced. The notices are based on the desired set day ranges when the account became negative and can exclude certain draft or share account types.

  NOTE: If interested in automated share collection notices please contact CBS support via our ticketing system.

  NOTE: The **Share Collection** letters that are manually created (via **Loans** > **Member Account** > **Maintenance** > **Collections** > **Letters**) are still available but are now called **Share Collection (On Demand Style)** (via **Back Office** > **Parameters** > **Forms/Letters/Documents).**

- *Previously*, members that had the Bad Address Indicator checked under Personal Data Maintenance (via selecting the member's name record) had printed notices created.
  - *Now*, printed notices are no longer created for members that have the Bad Address Indicator checked and are not enrolled in eDocs. A section titled TODAYS UNPRINTED NOTICES (Due To Bad Address) was added to the TODAYS PRINTED NOTICE report that gets created every night at batch. This new section lists members who would have received a notice and the type of notice they would have received.

ODP

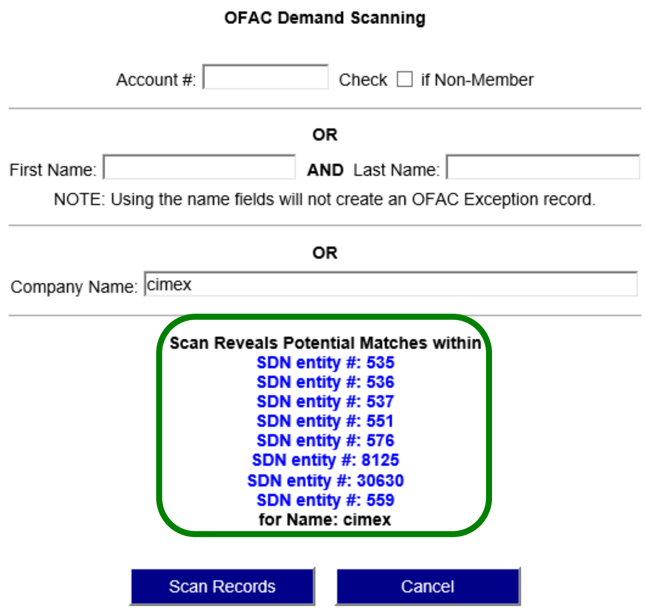
- Added email address, date of last transaction, and last deposit amount to the end of the ODP export file (via **Back Office** > **ODP** > **Export File**).

- Added the ability to include all active share and draft accounts on the ODP export file (via **Back Office** > **ODP** > **Export File**).

  NOTE: If interested in including all active share and draft accounts in the ODP file please contact CBS sales via our ticketing system.

OFAC

- *Previously*, the OFAC on-demand scan (via **Back Office** > **OFAC/FinCEN** > **OFAC-Demand Scanning**) showed the highest scored SDN entity #.
  - *Now*, the system shows all SDN entity #s.



- *Previously*, after selecting one of the SDN entity # under the OFAC on-demand scan (via **Back Office** > **OFAC/FinCEN** > **OFAC-Demand Scanning**) the Return button took you to a blank demand scanning screen.
    - *Now*, the Return button takes you back to your last scan results, so you can select another SDN# for review.

- *Previously*, in the 5.5.2.1 release, several OFAC items were changed. Those changes, however, caused an excessive amount of false OFAC exceptions (via **Back Office** > **Exceptions/Pendings** > **OFAC Items**).
    - *Now*, we added additional changes to OFAC which include tweaks to parsing and the ability to determine what percentage the OFAC name match must meet before an OFAC exception is triggered (the default is 85%).

- *Now*, the system uses a token set ratio for OFAC name matches. We tokenize both strings, but instead of immediately sorting and comparing, we split the tokens into two groups: intersection and remainder. We use those sets to build up a comparison string.

  Here is an illustrative example for auditors:

  s1 = "mariners vs angels"
  s2 = "los angeles angels of anaheim at seattle mariners"

  The set method allows the system to detect that “angels” and “mariners” are common to both strings and separate those out (the set intersection). Now we construct and compare strings of the following form

  t0 = [SORTED_INTERSECTION]
  t1 = [SORTED_INTERSECTION] + [SORTED_REST_OF_STRING1]
  t2 = [SORTED_INTERSECTION] + [SORTED_REST_OF_STRING2]

  And then compare each pair. The intuition here is that because the SORTED_INTERSECTION component is always the same, the scores increase when (a) that makes up a larger percentage of the full string, and (b) the string remainders are more similar. In our example

  t0 = "angels mariners"
  t1 = "angels mariners vs"

t2 = "angels mariners anaheim angeles at los of seattle"
fuzz.ratio(t0, t1) ⇒ 90
fuzz.ratio(t0, t2) ⇒ 46
fuzz.ratio(t1, t2) ⇒ 50
fuzz.token_set_ratio("mariners vs angels", "los angeles angels of anaheim at seattle mariners") ⇒ 90

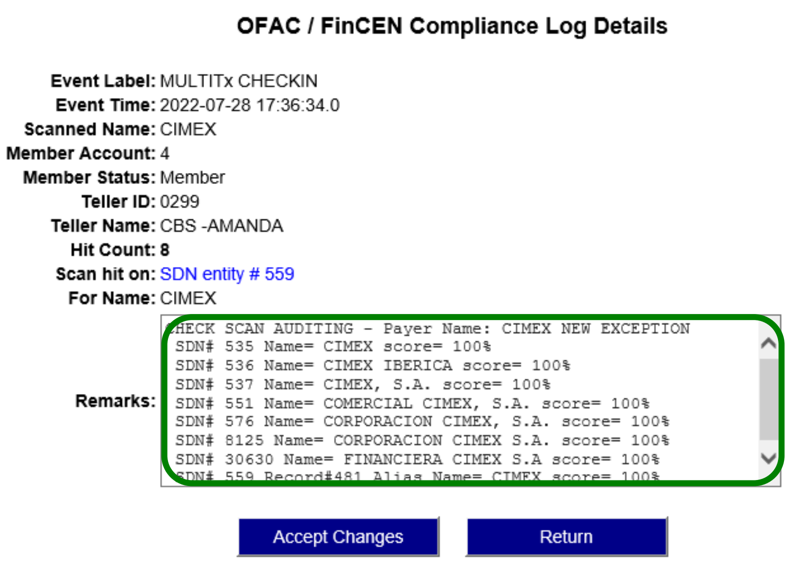
- Removed the OFAC vessel entries and weak alias as being possible hits.This will cause the full OFAC scan to have more accurate OFAC exceptions.

- Added the ability to determine what percentage the OFAC name match must meet before an OFAC exception is triggered. The default is 85% but can be increased or decreased based on credit union preference.

  NOTE: If you want to change your OFAC name match percentage, please contact CBS support via our ticketing system.

- Added an entry into the OFAC compliance log remarks section (via **Back Office** > **OFAC/FinCEN** > **OFAC-Compliance Log** > Select Scanned **Entry** > **Remarks**) if the OFAC scan caused a new exception, warning, or nothing (no hit). A warning means the item previously created an exception that was either reported or marked false and no new exception was created.

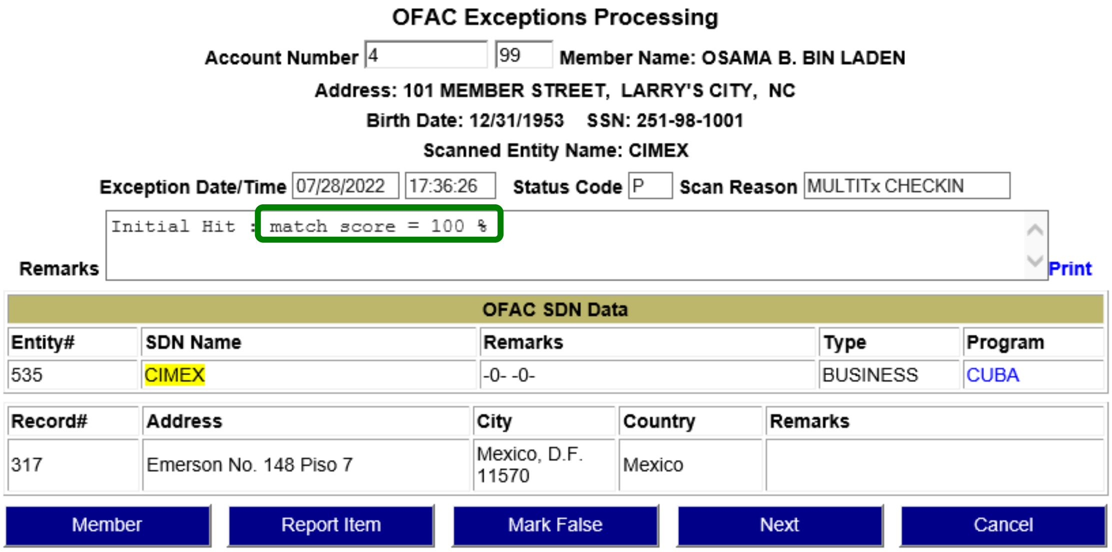
- Added an entry into the OFAC compliance log remarks section (via **Back Office** > **OFAC/FinCEN** > **OFAC-Compliance Log** > Select Scanned **Entry** > **Remarks**) for the SDN#, Record#, Alias Name and score, which is the name match percentage. If the item had a new exception or warning, it will show all SDN #s and Record #s that have the same or greater percentage than the OFAC name match percentage property. However, if there was not a new exception or warning the highest possible hit percentage is still shown in the compliance log remarks section.



NOTE: The new Remarks in the OFAC Compliance Log will only occur for scans that happen throughout the day. The batch related full scan items will not have any Remarks, but will continue to show the Hit Count or Record Load.

WARNING: When the first batch after the release runs, you may have several OFAC hits/exceptions for FULL SCAN items. These are legitimate exceptions, so please review and mark each one accordingly.

- Added the highest match score to the OFAC exception remarks section (via **Back Office** > **Exceptions/Pendings** > **OFAC Items** > Select **Exception** > **Remarks**).



- Added Teller ID 0000 to the ACHIAT scans in the OFAC log (via **Back Office** > **OFAC/FinCEN** > **OFAC-Compliance Log**). If the ACHIAT item caused a hit/exception the Teller ID will be highlighted in blue.

Reports/Data Miner

- *Previously*, when a payroll header was edited (via **Back Office** > **Payroll/Distribution** > **Maint - Payroll Header**) the system logged the Teller ID/Name on the daily FILE MAINTENANCE REPORT as being the previous person that added/edited the payroll header.
  - *Now*, when a payroll header is edited, the report shows the Teller ID/Name that changed the header.

- *Previously*, when an escrow record was edited (via **Loans** > **Mortgages** > **Mortgage Data Maint** OR via **Member Account** > **Maintenance** > **Loan-Details** > **Mortgage Data**) the system logged the change on the daily FILE MAINTENANCE REPORT as a new record, the OLD DATA was blank/zeros, and all fields were displayed including fields that had not be altered.
  - *Now*, when an escrow record is edited, the report shows the OLD DATA and only the fields that were manually changed.

- *Previously*, when an Adjust Loan Payments journal voucher was completed (via **Member Account** > **Transactions** > **Journal Vouchers** > Select **Loan Sub** > **Adjust Loan Payments**) the system logged the transaction on the daily FILE MAINTENANCE REPORT for the OLD DATA as blank/zeros and all fields were displayed including fields that had not be altered.
  - *Now*, when an Adjust Loan Payments journal voucher is completed, the report shows the OLD DATA and only the fields that were changed by the transaction.

- *Previously*, when a check did not successfully print, the check would show under the Unprinted Checks section of the daily CHECK REGISTER report as a BadCode check type and would drop off the report in two days.
  - *Now*, the check will show a legitimate check type on the report.

- *Previously*, when a member closed multiple account bases in the same month they were being counted as multiple closed members instead of one on the MONTHLY MEMBERS REPORT.
  - *Now*, if a member closes multiple account bases in the same month they are counted as

one closed member and their other closed base accounts state ‘Closed Duplicate’ on the MONTHLY MEMBERS REPORT.

- Added the ArchiveDocumentViewsAnnotations, GLExportDefinitions, LoanCalculatorResults, LoanNewLoanNotices, LoanTitleLetterNotices, ShareCollectionLetterNotices data miner tables (via **Back Office** > **Data Miner**).

- Updated the Co-OwnerShares data miner table (via **Back Office** > **Data Miner**) to include the LastChangeDate, RelationType, SetupDate and ShowOnStmt fields.

- Updated the Loans data miner table (via **Back Office** > **Data Miner**) to include the LoanOriginationBalance and DebtToIncomeRatio% fields and changed the name of the Future1098BeginBalance field to BeginningofYearBalance.

- Updated the IRSFile1098 data miner table (via **Back Office** > **Data Miner**) to include the LoanOrginationBalance field.

- Updated the Co-Signer data miner table (via **Back Office** > **Data Miner**) to include the SetupDate and CreditBureauAssociationCode(ECOA) fields.

  NOTE: In a data miner query (via **Back Office** > **Data Miner** > **New Query** or **Query Name**) select the **Table Descriptions** button under the FROM TABLE drop-down to know the exact location where each table data resides in CAMS-ii.

Taxes

- *Previously*, when 1098s were automatically created at year-end, BOX 2 - OUTSTANDING MORTGAGE PRINCIPAL was not added for loans that were setup during the current tax year.
  - *Now*, when 1098s are automatically created for a loan that was setup during the current tax year, BOX 2 - OUTSTANDING MORTGAGE PRINCIPAL will show with the loan balance as of the loan origination date.

TOP

Internet Banking

- Added the Number of Internet Branching Registered Users under the LOAN/SHARE ACCOUNT TOTALS (usually on page 2) of the daily ACCOUNT SUMMARY RECAP report.

- Added the Transaction Amount to the IB-ii NSF, Honor, and ODP fee transaction history.

- *Previously*, when a draft stop payment was placed on IB-ii that had more than a 5-digit draft number it caused several incorrect draft stop payments to be added to CAMS-ii.
  - *Now*, we allow an IB-ii draft stop payment to have up to a 7-digit draft number so CAMS-ii will add the draft stop payment correctly.

- *Previously*, when an eDeposit was submitted and the **eDeposit Hold Method** (via **Back Office** > **Parameters** > **Control-I-Branching**) is set to 3-Hold Entire Amount Until Reviewed, the eDeposit hold remained until the check was reviewed, even if the hold days/date had passed. The holds were treated like manual holds.
  - *Now*, after the eDeposit hold days/date has passed, the hold will auto release at batch even if the check hasn’t been reviewed. The hold days/date are now being honored and no longer being treated like manual holds.

WARNING: Confirm that the **eDeposit Check Hold Days** (via **Back Office** > **Parameters** > **Control-I-Branching**) is a large enough number to cover weekends and holidays. If you want this number changed, please contact CBS support via our ticketing system as other settings will also need to be changed.

Share Hold Information								
Hold Type	Related Acct	Start Date	Start Time	# of Days	Stop Date	Amount	Description	ODP Flag
Negative Account Hold	528 78	08/07/2022	23:32:54	999	05/02/2025	640.00	Due to Negative Draft Balance - 528 78	
eDeposit Hold		07/26/2022	11:55:25	5	08/02/2022	1,400.00		
eDeposit Hold		08/08/2022	11:07:09	5	08/15/2022	800.00		

Show History

- Added the ability for a member to change their physical address on IB-ii (via **Settings** > **Personal Information** > **Edit-Physical Address** > **SAVE**). The address changes will automatically update the member's physical address in CAMS-ii. The changes will be logged in file maintenance on CAMS-ii as changed by the IB-ii teller ID. The changes will also be logged in the Audits log on IB-ii as changed by the member's name and email address.

  NOTE: There is also an option for the member to choose their mailing address to be their physical address (via **Settings** > **Personal Information** > **Edit-Physical Address** > **FILL WITH MAILING ADDRESS** > **SAVE**).

  WARNING: This feature is automatically enabled for CUs that allow members to change their mailing address via IB-ii. If you want this feature added or disabled, please contact CBS support via our ticketing system.

TOP

Loans

Notices

- Added the ability to automatically create daily new loan notices. When configured, the notices will run daily, will produce a notice for active loans where the loan's Original Loan Booking Date is the current date, and will separate vehicle and non-vehicle loans so that different notice verbiage can be produced for each. The notices can be configured to be full-page notices which allows for more than the usual 6-line message narrative.

  NOTE: If interested in creating daily new loan notices please contact CBS support via our ticketing system.

  NOTE: The **Loan - New** notices that can be configured to auto-create at month-end are still available but are now called **Loan - New (Monthly Only)** (via **Back Office** > **Parameters** > **Message Narratives**).

- Added the ability to automatically create loan title notices. When configured, the notices will run monthly and will produce a notice for active loans if the loan has a UCC/Title application date and the loan's Original Loan Booking Date is greater than 60 days but less than 365 days and the UCC/Title received field is blank. The notice can also be configured to be a full-page notice which allows for more than the usual 6-line message narrative.

  NOTE: If interested in creating loan title notices please contact CBS support via our ticketing system.

- *Previously*, the Auto Dealer Code field in the Vehicle Information section of the loan details (via **Member Account** > **Maintenance** > **Loan-Details** > **Vehicle Info**) only allowed for 10 characters.
    - *Now*, the Auto Dealer Code field allows for 30 characters.

Third Parties

- Added the ability to process MeridianLink online account requests via CAMS-ii.

  NOTE: If interested in the CAMS-ii Online Account Opening (via MeridianLink™) interface please contact CBS sales via our ticketing system.

- Added the ability to create a Sherpa extract file when the Repay balance file is created.

  NOTE: If interested in the CAMS-ii Electronic Payments (via Repay™) interface, please contact CBS sales via our ticketing system. If you already have the CAMS-ii Electronic Payments (via Repay™) interface and are interested in creating the Sherpa extract file, please contact CBS support via our ticketing system.

- *Previously*, deposits via the Repay posting file for charge-off draft/share accounts were not honored.
    - *Now*, we allow draft/share charge-off deposits via the Repay posting file.

- *Previously*, business accounts in the Repay balance file would only show a first and last name if those fields were filled in on CAMS-ii.
    - *Now,* the business/corporate name from CAMS-ii is entered in the first name and last name fields on the Repay balance file for business accounts.

- *Previously*, we only allowed 20 loan account types to be added to the Collateral Protection Insurance (CPI) extract file.
    - *Now*, we added an additional 20 types for a total of 40 loan types that can added to the CPI extract file.

      NOTE: If interested in the CAMS-ii Collateral Protection Insurance export/import interface via Evans Simpson please contact CBS sales via our ticketing system. If you already have the CPI extract file setup but need to add more than 20 account types to the CPI extract, please contact CBS support via our ticketing system.

TOP

Teller/Member Services

- *Previously*, if a teller logged into CAMS-ii and created a notebook entry (via **Member Account** > **Notebook**) and then logged off and another teller logged into the same terminal the same day and created a notebook entry, the entry stated it was done by the first teller.
    - *Now*, when a notebook entry is created, its states the teller that created the entry.

      NOTE: This only occurred if all IE browsers were not closed out before the other teller logged in.

- *Previously*, when a teller logged into CAMS-ii and viewed their mail (via **CAC** > **Envelope Icon**) and then logged off and another teller logged into the same terminal the same day and viewed their mail, it showed the mail of the first teller.
    - *Now*, when a teller views their mail, it shows their mail.

NOTE: This only occurred if all IE browsers were not closed out before the other teller logged in.

Credit Cards

- *Previously*, the determination of an external credit card showing the LATE indicator (via **Member Account** > **Credit Card**) for FIS Payments One (P1C), PSCU or Fiserv Omaha cards were based on the next payment date, amount outstanding, last payment date, and minimum payment due.
  - *Now*, the determination of an external credit card showing the LATE indicator will be based on the next payment date, amount outstanding, last payment date, minimum payment due and past due history.

Maintenance

- *Previously*, when an ACH stop payment was added (via **Member Account** > **Sub-Details** > **ACH Stop Payments**) for a company that had an apostrophe, any letters after the apostrophe did not save. When the ACH item came through the ACH file it was not stopped since the company name did not match.
  - *Now*, when an ACH stop payment is added for a company with an apostrophe the name stores correctly and the ACH item will be stopped.

- *Previously*, when an ACH company that was previously presented on an account contained an apostrophe, the ACH company (via **Member Account** > **Sub-Details** > **ACH Stop Payments** > Double click in the **Company ID** field) could not be clicked on to populate the Company ID field for the ACH stop payment. Instead, a search had to be done to locate the Company name.
  - *Now*, when an ACH company contains an apostrophe the ACH company can be clicked on to populate the Company ID field for the ACH stop payment.

- *Previously*, when a draft stop payment was entered (via **Member Account** > **Sub-Details** > **Draft Stop Payments**) where the Ending Draft # was more than 50 check numbers from the Beginning Draft # a warning message stating, "Missing or invalid values or incorrectly formatted information" would appear.
  - *Now*, when a draft stop payment is entered where the Ending Draft # is more than 50 check numbers from the Beginning Draft #, a warning stating, "The ending draft serial number cannot be more than 50 greater than the beginning draft serial. The system will automatically adjust the ending draft serial number back to an acceptable value." appears and the Ending Draft # will automatically change to be 50 checks from the Beginning Draft #.

    NOTE: When a draft stop payment is entered incorrectly, we added two additional warning messages to better clarify the issue.
    - #468-The beginning draft serial number and the ending draft serial number cannot be blank/zero when the dollar amount is also blank/zero. Review and correct your entries.
    - #469-The beginning draft serial number cannot be greater than the ending draft serial number when the ending draft serial number contains a value greater than zero. Review and correct your entries.

- Added the ability to enter an IRA share as the Dividend Account Base & Sub for an IRA certificate (via **Member Account** > **Maintenance** > **IRA CD-Details** > **Certificates**).

  NOTE: The certificate's Dividend Disburse Method needs to be set to S-Transfer Dividend to Shares for the transfer to occur. When the dividend transfer occurs, no fields will update on either sub such as the IRA contributions or withdrawal fields.

New Account

- *Previously*, when a new account (via **Member Services** > **Member Account** > **New Account**) or loan (via **Loans** > **Member Account** > **Loan Processing**) was setup, the Members Home Branch would always be based on the branch to which the teller's terminal was configured, even if the Members Home Branch drop-down was manually changed when the account was created.
    - *Now*, when a new account or loan is setup and the Members Home Branch drop-down is manually changed the branch that was selected will retain when the account is created.

Statements

- Added a Variable Loan Rate checkbox to the Loan Account Type parameter (via **Back Office** > **Parameters** > **Account Type/Rates Maint** > **Loans**) to identify true variable rate loans. This checkbox will ensure all loans under that type will state (Variable Rate) next to the APR on the member's statement vs (Fixed Rate) to comply with disclosure requirements.

  NOTE: Please review your loan account type parameters and select the Variable Loan Rate checkbox as applicable.

02 - HELOC ***For the period 07/01/2022 through 07/31/2022.***

Loan Is Open End. *Annual Percentage Rate: 1.9000 (Variable Rate)* *Daily Rate Of: 0.00005205* *Available Credit $5,244.28*
Minimum Late Charge: $50.00 *Maximum Late Charge: $50.00* *Percentage Late Charge: 0.000000% Of The Regular Payment*
Days Before Late Charge: 15 *Late Charge Method: C - Accrue Late Charges*
Your Next Full Payment of $150.00 Is Due By 08/10/2022. [As Of This Statement Date] This Account Has Past Due Payments That Need To Be Remitted Immediately.

DATE	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	BALANCE SUBJECT TO INTEREST RATE**
07/01/2022	PREVIOUS BALANCE		6,755.72

- *Previously*, the Your Next Full Payment Is Due By date on member statements for open-end loans were calculated but did not always calculate the correct next payment date.
    - *Now*, we use the Date of Next Payment Due date from the loan details (via **Member Account** > **Accounts** > **Loan-Details**) for the Your Next Full Payment Is Due By date on member statements for open-end loans.

HELOC PLAN

01 - RE HOME EQUITY/1ST MRTG (PRIME) ***For the period***

Loan Is Open End. *Annual Percentage Rate: 6.0000 (Variable Rate)* *Daily Rate Of: 0.00016438* *Available Credit $18,518.98*
Minimum Late Charge: $0.00 *Maximum Late Charge: $9,999,999.99* *Percentage Late Charge: 2.000000% Of The Regular Payment*
Days Before Late Charge: 30 *Late Charge Method: A - Apply Late Charges*
Your Next Full Payment of $896.00 Is Due By 09/03/2022.

Transactions

- *Previously*, when an HSA normal or excess contribution cash withdrawal transaction is completed (via **Member Account** > **Transactions** > **Withdrawal** > **HSA-Sub** > **Normal** or **Excess Contribution** > **Cash Out**), the member's transaction history (via **Member Account** > Select **Current Balance** of HSA sub) stated Premature Withdrawal or Premature With Exception.
    - *Now*, when an HSA normal or excess contribution cash withdrawal transaction is completed the member's transaction history will state Normal or Excess Contribution.

- Added the HSA withdrawal type description to the member's transaction history for all HSA Withdrawal or Transfer Out transactions.

- *Previously*, when trying to pay off a charged off account (via **Member Account** > **Transactions** > **Special Transactions** > **Charge Off Payment**) the system would sometimes give a warning stating, “The resulting new balance cannot be less than zero” even if the new balance was zero.
  - *Now*, the system will let you pay the charge-off account balance to zero.

TOP

Updates Since Last Notice

The following updates occurred prior to this notice:

- Fixed the “MSA Verification connection failed. Status[403]” error when the Verify Address button was selected.
- In the 5.5.4.3 release, *Previously*, the new DELETE INACTIVE TELLERS report was not being archived in the DRM. *Now*, when inactive tellers are purged during the quarter-end batch, the DELETE INACTIVE TELLERS report gets created and stored in the DRM.
- In the 5.5.4.3 release, *Previously*, when the co-signer on a loan was a non-member and had the same address as the primary borrower, the co-signer was reported in the J2 segment of the credit bureau file. *Now*, the co-signer is reported in the J1 segment of the credit bureau file.

TOP

Did you know?

The following items are features you may not know CAMS-ii offers:

- In the 5.4.9 release we added the ability to create a statement backup (via **Back Office** > **Utilities** > **Statement Set Backup** > **Export Statement Set)**. This utility will export a .zip (compressed) file of member statements to the CAMS-ii Transfer Folder (via **Back Office** > **Utilities** > **CAMS-ii Transfer Folder**, File Name: **stmt-YYYY-MM.zip**) so that you can store and retrieve member statements outside of the CAMS-ii server.

  WARNING: You can only create a backup for the last statements created so we recommend that you export the statement files before the next end-of-month batch processing occurs. For example, you cannot retrieve June's statements files once July's statements are created.

  NOTE: These files are not recommended for third-party statement printing. They are to ensure that you have another set of statements for storage outside the CAMS-ii server.

- In the 5.0.0 release we added the research window (via the **Research** widget on the **CAC**) which is the ability to open a new separate CAMS-ii window while preserving the original CAMS-ii window. The original window remains locked until the Research Window is closed (via selecting the **Research Mode (click to close)**) option next to the DRM) but you can utilize the Research Window as you would the regular CAMS-ii window such as conducting transactions or researching override requests/members.

WARNING: Since CAMS-ii doesn’t support having two browsers open at once because of data crossing or data loss we suggest using the Research feature to be able to access a second CAMS-ii window without losing your initial spot.

NOTE: The **Research Window** is not available for every user by default. The Teller ID must be configured in Teller ID Maintenance (via **Back Office** > **Parameters** > **Teller ID Maintenance** > Select **Teller** > **Widget Subscriptions** > Check **Research Window Auto Launch/Manual Launch**). The auto launch widget is for use with teller overrides and the manual launch is for the CAC.

TOP

Trademarks and Advisories

TOP