

iTracs[®] Service Level Comparison



	BASIC	ENHANCED	PREMIUM
Custom implementation	Included	Included	Included
Web-based training	Included	Included	Included
Custom training	Up to 4 hours during implementation	Up to 10 hours per year	Unlimited
License agreement offering full Rynoh license, including Morning Report and all standard reports	Included	Included	Included
Preview and completion of monthly reconciliation package	Included	Included	Included
Monthly Risk Analysis Report	Included	Included	Included
Account monitoring	Limited monthly monitoring for extraordinary alerts	Full daily monitoring for significant alerts	Full daily monitoring for all alerts
Verification of 3-way reconciliation balance	Client	iTracs*	iTracs*
Identification of needed adjustments	Client	iTracs*	iTracs*
Adjustment recording and completion	Client	Client	iTracs*
Reconciliation assistance and consulting	Up to 2 hours per year	Up to 20 hours per year	Unlimited
Audit assistance	Additional charge	Up to 10 hours per year	Unlimited
Positive Pay automation	Additional charge	Included	Included
Pricing	Refer to fee schedule	Refer to fee schedule	Refer to fee schedule

*Client agrees to provide prompt access to staff and to take action, as directed by iTracs, on a timely basis.