



USER GUIDE

# Redtail Integration

July 2017



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## Redtail Integration Overview

Trust Company of America (TCA) is now integrated with Redtail CRM. With this real time integration, advisors and their staff are able to:

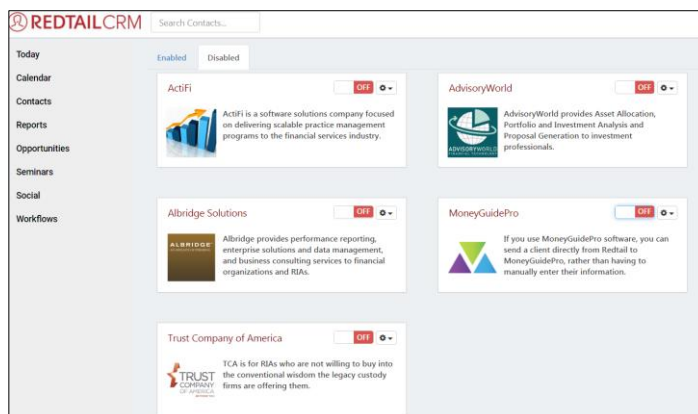
- Create a new account in TCA that includes, adding models, fees, beneficiaries and representatives. As well as sending, signing and approving documents electronically using DocuSign.
- Refresh account balances, transactions and positions.

TCA's integration with Redtail underscores our commitment to helping advisors deliver exceptional client service, while also creating everyday efficiencies in everyday work activities.

## Integration Set Up

Enabling the integration will allow Redtail users to open accounts, as well as access data from TCA. To set up your integration:

- Complete and return the TCA Third Party Software Export and Integration form located here, <http://www.trustamerica.com/advisor-forms>.
- Access Redtail CRM, <https://smf.accounts.redtailtechnology.com/>.
- Enter your Redtail username and password.
- Click on your name (on the top right of the screen). Select Manage Your Integrations from the drop down.
- Select the Disabled tab, locate Trust Company of America (If TCA is not available then TCA is on the Enabled tab). Turn the toggle to the ON position.



- Go to the Enabled tab, locate Trust Company of America.
- Next to the wheel icon, select Settings from the drop down.

- Enter your Liberty username and password, click Save.

You are now integrated with TCA.

## Create a New TCA Account

### 1. Before opening an account:

- The client must have a social security number and date of birth in their Retail profile.
- The client must have a Redtail address selected as Primary.

CONTACT CARD

📞	Work	(555) 555-0000 x 31471	⌵
📞	Mobile	(555) 555-0000	⌵
@	Home	fake_email@fakecompany.com	⌵
@	Work	fake_email@fakecompany.com	⌵
📍	Investor Residence	1234 Anywhere Lane Beverly Hills CA 90210	⌵
📍	Investor Offices	123 Anyplace Lane Suite B Sacramento CA 99320	⌵
in	LinkedIn	linkedin.com/maryfakeinv	

Edit

Make Primary ...

Map

Weather

- If you will be using the DocuSign eSignature functionality, you must be set up with TCA in DocuSign. In addition, if you want the client's phone number to default into the DocuSign forms and to be able to use the phone number for your client's DocuSign authentication, be sure to mark the phone number as Primary in Redtail.

CONTACT CARD

📞	Work	(555) 555-0000 x 31471	⌵
📞	Mobile	(555) 555-0000	⌵
@	Home	fake_email@fakecompany.com	⌵
@	Work	fake_email@fakecompany.com	⌵
📍	Investor Residence	1234 Anywhere Lane Beverly Hills CA 90210	⌵
📍	Investor Offices	123 Anyplace Lane Suite B Sacramento CA 99320	⌵

Edit

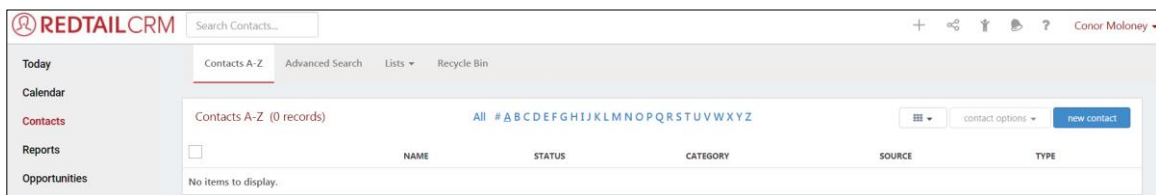
Make Primary ...


Timeline

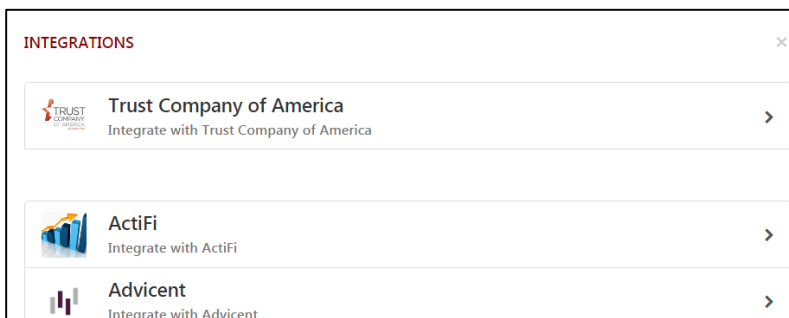
Delete

### 2. Locate an existing Redtail contact.

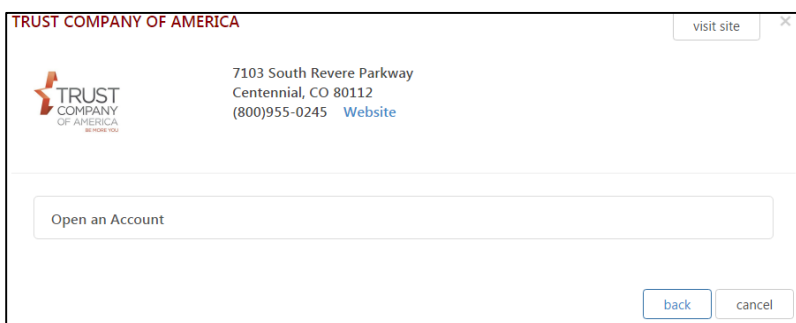
- On the top left, enter any part of your client's name in the Search Contacts box and enter. Or, select Contacts on the left navigation bar. Select the first letter of their last name or select All.
- 3. Or, create a new contact by selecting Contacts on the left navigation bar, then select the **new contact** button on the top right and follow the prompts.



- 4. Once your contact displays, select your client's name.
- 5. Select the integrations  icon at the top right.
- 6. Select Trust Company of America.

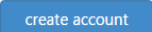


- 7. Opening the Account - Select the Open an Account option.



8. Select the Account Type from the drop down.

9. Enter a Joint Owner if desired.

*Note: Do not click  until you have selected the models, fees and beneficiaries you want to add to the account.*

10. Models (Optional) – To add 1 or more models to an account, select the Add Model button. Select a model from the drop down then, select Add Model. Add the allocation percent then tab out of the field, the Distribution and Contribution percentages will default. Add a Deviation if desired. Repeat this process for each model desired. If models are not added, the account will open with a null model.

SELECT MODEL

TEST COMPOSITE MODEL


close

Add Model

## Single Model

TRUST COMPANY OF AMERICA

visit site



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Open an Account

Account Type

IRA

Joint Owner

Models

Fees

Representatives

Beneficiaries

add model


MODEL	ALLOCATION	DISTRIBUTION	CONTRIBUTION	DEVIATION
TEST COMPOSITE MODEL	100	100	100	0
	100 %	100 %	100 %	

create account

## Multiple Models

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Open an Account

Account Type

IRA

Joint Owner

Models

Fees

Representatives

Beneficiaries

add model

MODEL	ALLOCATION	DISTRIBUTION	CONTRIBUTION	DEVIATION
TEST COMPOSITE MODEL	50	50	50	0
ABC1 MODEL	20	20	20	0
COMP MO TEST	30	30	30	0
	100 %	100 %	100 %	

create account

11. **Fees (Optional)** – To add fees to an account, select the Fees tab. Select Add Fee Family or Add Fee Schedule.

- If you have selected to Add Fee Family, make your selection from the drop down, and select Add Fee Family.
- If you have selected to Add Fee Schedule, make your selection from the drop down, and select Add Fee Schedule. Enter a Rep Split Percent if desired.

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Open an Account

Account Type: IRA Joint Owner:

Models Fees Representatives Beneficiaries

[add fee family](#)

[add fee schedule](#)

FAMILY FEE SCHEDULE

FEE SCHEDULE FEE PAID BY ACCOUNT PAID BY PERCENT REP SPLIT PERCENT

[create account](#)

### Adding a Fee Family

SELECT FEE FAMILY

TstFamily1

[close](#) [Add Fee Family](#)



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Open an Account

Account Type: IRA

Joint Owner:

Models Fees Representatives Beneficiaries

add fee family

TstFamily1

add fee schedule

FAMILY FEE SCHEDULE

Default RFS, Charges NO FEES

PAG (OLD)

FEE SCHEDULE FEE PAID BY ACCOUNT PAID BY PERCENT REP SPLIT PERCENT

create account

## Adding a Fee Schedule

SELECT FEE SCHEDULE

Default RFS, Charges NO FEES

close Add Fee Schedule

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Open an Account

Account Type: IRA

Joint Owner:

Models Fees Representatives Beneficiaries

add fee family

add fee schedule

FAMILY FEE SCHEDULE

Default RFS, Charges NO FEES

0

FEE SCHEDULE FEE PAID BY ACCOUNT PAID BY PERCENT REP SPLIT PERCENT


create account

- **Representatives (Optional)** - To add 1 or more representative to an account, select the Representatives tab and select Add Representative. Select a representative from the drop down then, select Add Representative. Repeat this process for all representatives desired.

- The Rep on Statement selection will default to the first representative added to the account. If additional representatives are added, the Rep on Statement selection can be changed.
- To send statement copies to a representative, check the 'Receives Statement' checkbox for each representative desired.
- Enter the % of fee for each desired representative. The % must total 100. Repeat this process for each representative desired.

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Open an Account

Account Type

IRA

Joint Owner

Models Fees Representatives Beneficiaries

add representative

NAME	REP ID	REP ON STATEMENT	RECEIVES STATEMENT	% OF FEE

create account

SELECT REPRESENTATIVES

Representatives


TEST REP

close Add Representative

## Single rep representative

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Open an Account

Account Type

IRA

Joint Owner

Models Fees Representatives Beneficiaries

add representative

NAME	REP ID	REP ON STATEMENT	RECEIVES STATEMENT	% OF FEE
TEST REP	13493	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0

create account

## Multiple representatives

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Open an Account

Account Type: IRA Joint Owner:

Models Fees Representatives Beneficiaries

add representative

NAME	REP ID	REP ON STATEMENT	RECEIVES STATEMENT	% OF FEE
TEST REP	13493	<input checked="" type="checkbox"/>	<input type="checkbox"/>	50
Bernard Test	18809	<input type="checkbox"/>	<input checked="" type="checkbox"/>	25
Imma Really Testy	32107	<input type="checkbox"/>	<input checked="" type="checkbox"/>	25


create account

12. **Beneficiaries (Optional)** – To add beneficiaries to an account, select the Beneficiaries tab. Select Add Beneficiary. You will be prompted with two selections, 'Select Existing Beneficiary' and 'Add New Beneficiary'.

- The 'Select Existing Beneficiary' option allows you to add a beneficiary that already exists in Liberty. Simply select the appropriate person from the drop down, and select Add Beneficiary.
- The 'Add Beneficiary' option allows you to add a beneficiary that does not exist in Liberty, but exists in Redtail. Begin typing your clients first or last name, and matching names will start to appear. Select the appropriate person and select Add Beneficiary.

Select the type, Primary or Contingent and allocate the appropriate %. Continue adding beneficiaries and assigning %, until all are added.

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Open an Account

Account Type

IRA

Joint Owner


Models Fees Representatives Beneficiaries

add beneficiary

NAME	TYPE	PRIMARY %	CONTINGENT %	SPOUSE

create account

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SELECT BENEFICIARY

Select Existing Beneficiary


sammy test

Add New Beneficiary

close Add Beneficiary

create account

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Open an Account

Account Type

IRA

Joint Owner

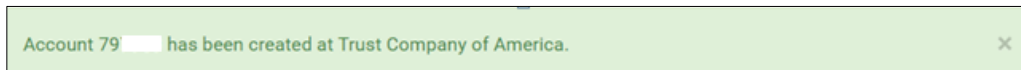
Models Fees Representatives Beneficiaries

add beneficiary

NAME	TYPE	PRIMARY %	CONTINGENT %	SPOUSE
sammy test	Primary	100	0	False

create account

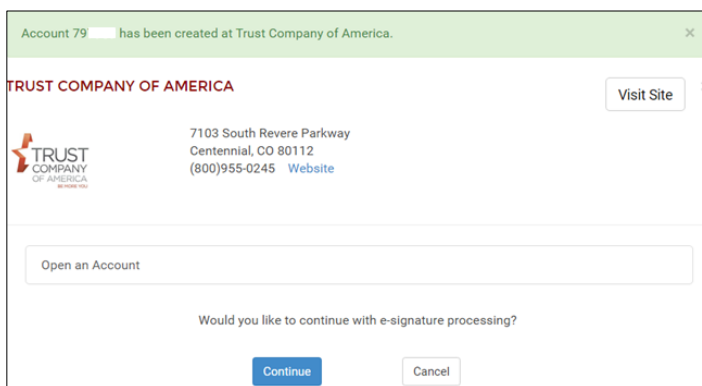
- Once everything is completed select [create account](#) and a new TCA account will be created. If your submission is error free, the account number will appear at the top of the screen in a green box. Red error messages indicate required information is missing. Yellow messages are informational.



*Note: Your new TCA account will not automatically link to a client contact in Redtail. To link the accounts see, [Link TCA Account to a Retail Contact](#) for instructions.*

- 13. eSignature Documents (Optional)** – Once the account is created, an option will appear to continue with the DocuSign eSignature process.

*Note: If you are using the DocuSign eSignature functionality, you must be set up with TCA in DocuSign.*



- 14. If Continue is selected, you will have access to 3 tabs; Forms, Custom Forms and Recipients.**

- Forms** – Required forms will default to 1 copy. Other desired forms can be included in the DocuSign envelope, simply select the checkbox next to the desired form.

Account 79 has been created at Trust Company of America.

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Open an Account

Forms **Custom Forms** Recipients

Select any forms you wish to be included in the e-sig envelope.

	COPIES	FORM NAME	REQUIRED
<input checked="" type="checkbox"/>	1	Client Application	true
<input type="checkbox"/>	0	Transfer Form	false
<input type="checkbox"/>	0	Advisor Authorizations for Distributions	false
<input type="checkbox"/>	0	Non-Retirement Account Distribution Request	false

[Submit](#)

[Back](#) [Cancel](#)

- **Custom Forms** – You can browse your computer and import any custom form to include in the DocuSign envelope. This is optional.

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Open an Account

Forms **Custom Forms** Recipients


Select any additional forms you would like included.

[Select files...](#)

[submit](#)

- **Recipients** – The Creator and First Client will always default. However, based on the advisor's TCA DocuSign template, other recipients may default. The First Client's phone number will default only if it's marked as Primary in Redtail. Fields that are enabled can be edited.

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Open an Account

Forms Custom Forms Recipients

Add any recipients you wish to be included in the e-sig envelope.


RECIPIENT	NAME	EMAIL	PHONE NUMBER
Creator	Stella Bc	sbo	
RIA First Copy			
RIA Second Copy			
First Client	Margaret Investor	sbo	(303)
Second Client			
TCA Copy	Trust Company of America	esignature@trustamerica.com	
TCA Reviewer			

[Submit](#)

- When all recipients have been reviewed, select Submit. The following message will appear, “Electronic signature envelope for account number <account number> sent successfully”. This is confirmation the DocuSign envelope has been sent. At this point the Redtail process has ended and the DocuSign eSignature process has begun.

Electronic signature envelope for account number 79 sent successfully. [×](#)

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Example of a required signature in a DocuSign document.

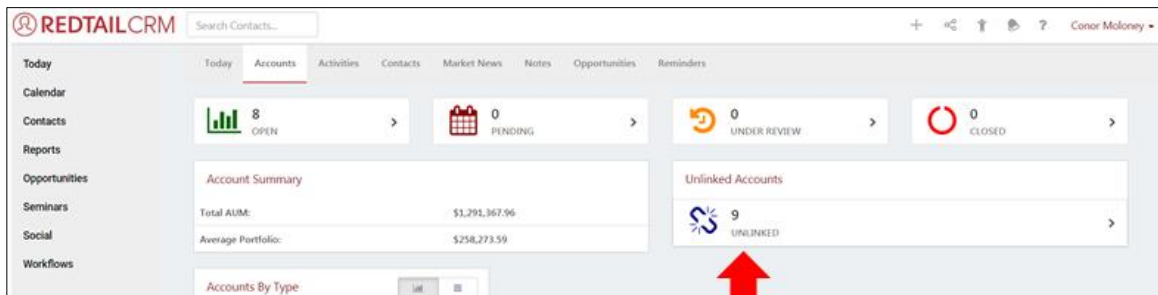
## Link a TCA Account to a Retail Contact

TCA accounts that are imported into Redtail as part of the nightly data feed or opened in Redtail, will not automatically link to a Redtail contact. The account will remain unlinked until the account is manually linked. To link the account, follow the instructions below.

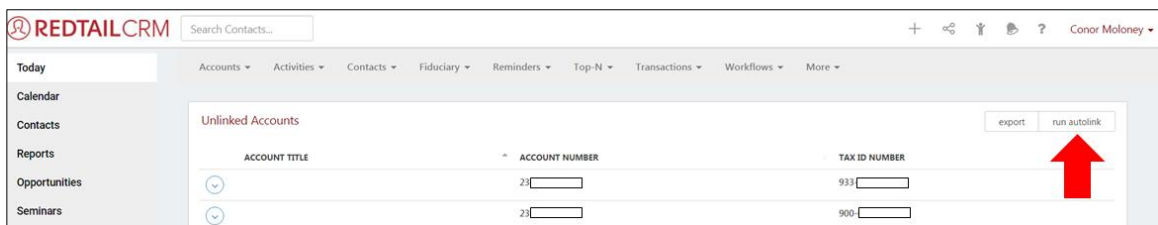
- If a TCA account has a Tax ID # that matches a Tax ID # of a Redtail contact, you can use the Redtail Autolink function. This will link all unlinked accounts at the same time. To perform the Autolink function, select the AUM box from the Redtail home page.



In the Unlinked Accounts box on the right, select Unlinked.

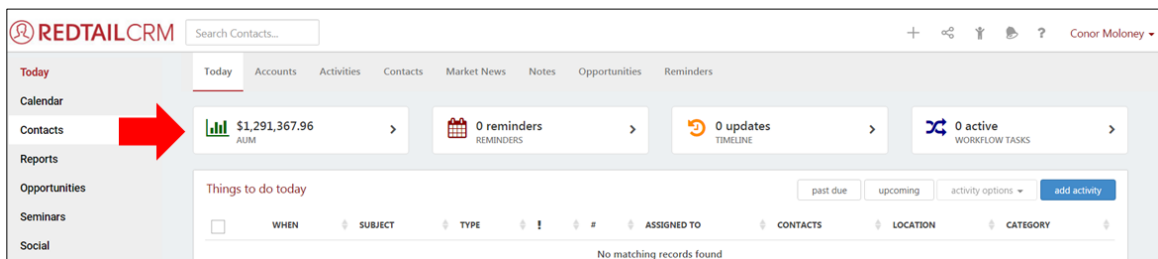


Select, Run Autolink at the top right of page.

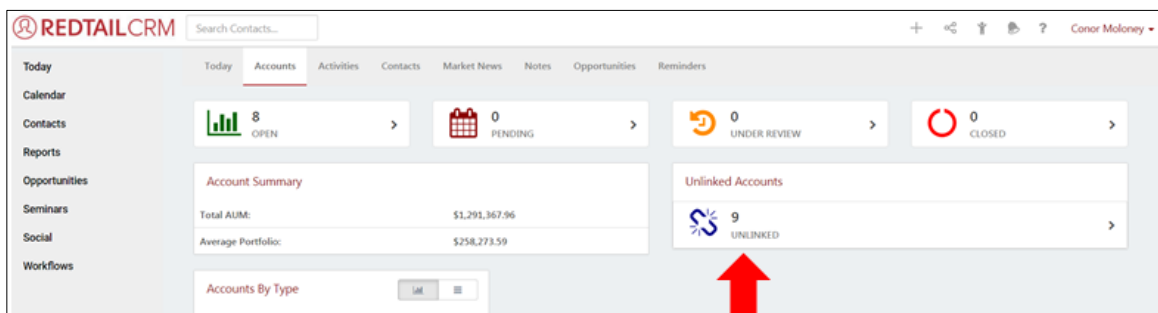



Your TCA accounts are now linked to the appropriate Redtail contacts.

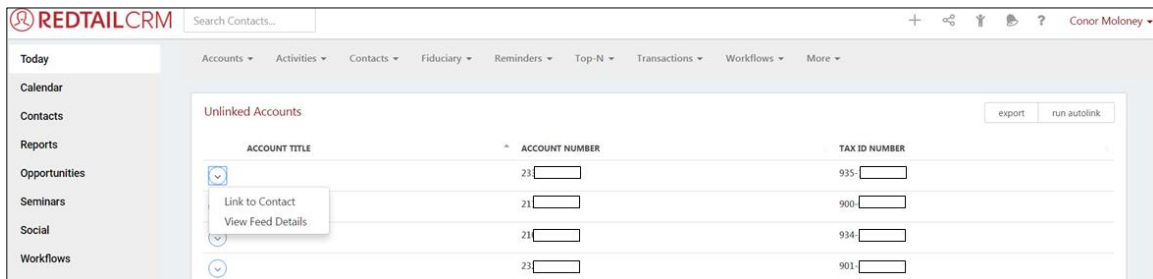
- If a TCA account has a Tax ID # that does not matches a Tax ID # of a Redtail contact, the Autolink function cannot be used. The account will have to be manually linked to a Redtail contact. To manually link an account, select the AUM box from the Redtail home page.



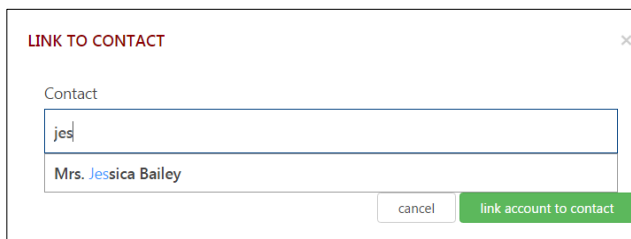
In the Unlinked Accounts box, select Unlinked.



Select the down icon  to the left of the account number and select, Link to Contact.




In the Contact field, begin typing the Redtail contact you want to link the account to, then select Link Account to Contact.



Your TCA account is now linked to the Redtail contact selected.


## Refresh Positions

Refreshing positions on an account will update positions real time and will reflect what is currently on Liberty. If you do not perform a refresh, you will see the positions based the overnight data feed, which reflects positions based on the prior days close. See screen prints on the next page.

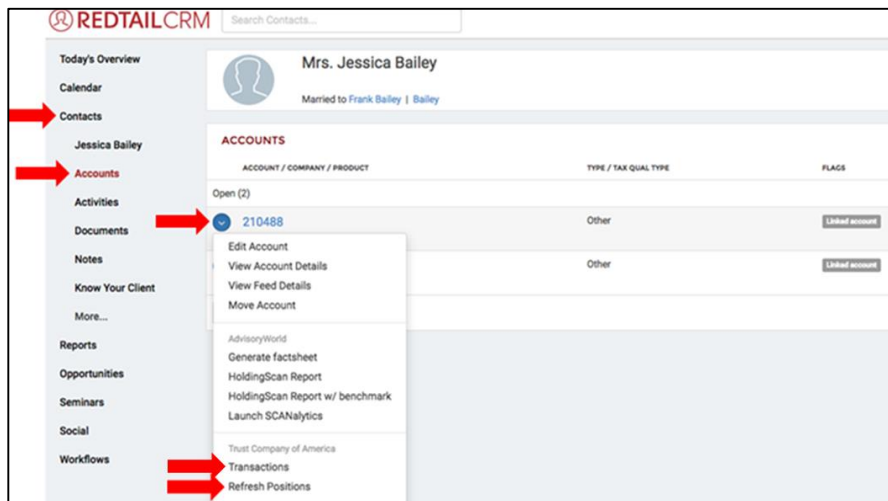
1. Select Contacts from the left navigation bar.
2. Locate your client and select their name.
3. Select Accounts from the left navigation bar.
4. Select the down icon  to the left of the account number and a drop down will display.
5. Locate the TCA section and select Refresh Positions.
6. A pop up window will display. Select Refresh Now.

## View Transaction History

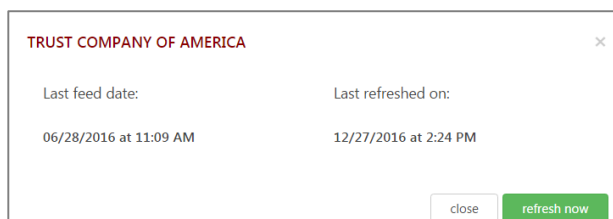
To view transaction history:

1. Select Contacts from the left navigation bar.
2. Locate your client and select their name.
3. Select Accounts from the left navigation bar.
4. Select the down icon  to the left of the account number.
5. In the drop down, locate the TCA section and select Transactions and the Transaction History - Last 90 days, pop up will display.

Positions and Transaction History:



Refresh Positions:



## Transaction History:

TRANSACTION HISTORY - LAST 90 DAYS						
TRADE DATE	ACTIVITY	SECURITY	QUANTITY	PRICE	GROSS AMOUNT	POST DATE
03/07/2017	Dividend Cash	HYEM	0		\$2.42	03/07/2017
03/07/2017	Dividend Cash	IEI	0		\$1.58	03/07/2017
03/07/2017	Dividend Cash	IEF	0		\$2.03	03/07/2017
02/28/2017	Reinvested Dividend	GSAWX	0.429	\$9.51	\$0.00	03/02/2017
02/28/2017	Reinvested Dividend	GSHIX	1.369	\$6.64	\$0.00	03/02/2017
	Bank Interest		0		\$0.01	02/28/2017
02/28/2017	Dividend Cash	BKLN	0		\$4.02	02/28/2017

## View Account Holdings

To view account holdings (assets):

1. Select Contacts from the left navigation bar.
2. Locate your client and select their name.
3. Select Accounts from the left navigation bar.
4. Select the account number to view and the Account Assets will display.

The screenshot displays the Redtail CRM interface. On the left, a navigation menu includes 'Today', 'Calendar', 'Contacts', 'Accounts', 'Activities', 'Documents', 'Notes', 'Know Your Client', 'Email History', 'More...', 'Reports', 'Opportunities', 'Seminars', 'Social', and 'Workflows'. Red arrows point to 'Contacts' and 'Accounts'. The main content area shows the profile of 'Mrs. Jessica Bailey' (Married to Frank Bailey | Bailey). Below this, a table lists accounts, with '210488' selected. The 'Account Assets' table is shown below:

ASSET NAME	SYMBOL	SHARES	PRICE	BALANCE
CASH	CASH	1847.51	\$1	\$1,847.51 12/27/2016
VANECK VECTORS ETF TR EMERGING MARKETS HIGH YIELD BOND	HYEM	25	\$24.15 12/23/2016	\$603.75 12/27/2016
ISHARES TR RUSSELL 2000 VALUE ETF	IWIN	12	\$119.88 12/23/2016	\$1,438.56 12/27/2016
ISHARES TR RUSSELL 1000 VALUE ETF	IWD	51	\$113.01 12/23/2016	\$5,763.51 12/27/2016
ISHARES TR RUSSELL 1000 GROWTH ETF	IWF	46	\$105.98 12/23/2016	\$4,875.08 12/27/2016
ISHARES TR RUSSELL 2000 GROWTH ETF	IWO	4	\$155.58 12/23/2016	\$622.32 12/27/2016