

<b>B #:</b>	5448-17
<b>Date:</b>	March 27, 2017
<b>To:</b>	All Participants
<b>Category:</b>	Operations, Dividends, Reorganization
<b>From:</b>	Settlement & Asset Services (Corporate Actions) Product Management Teams
<b>Attention:</b>	Operations Managers/Technology Managers/Cashiers/Officers
<b>Subject:</b>	Corporate Actions Web (CA Web) Enhancements To Be Deployed on April 6, 2017

### Background

In order to address client feedback and streamline the user experience, DTC will deploy the following to CA Web on April 6, 2017:

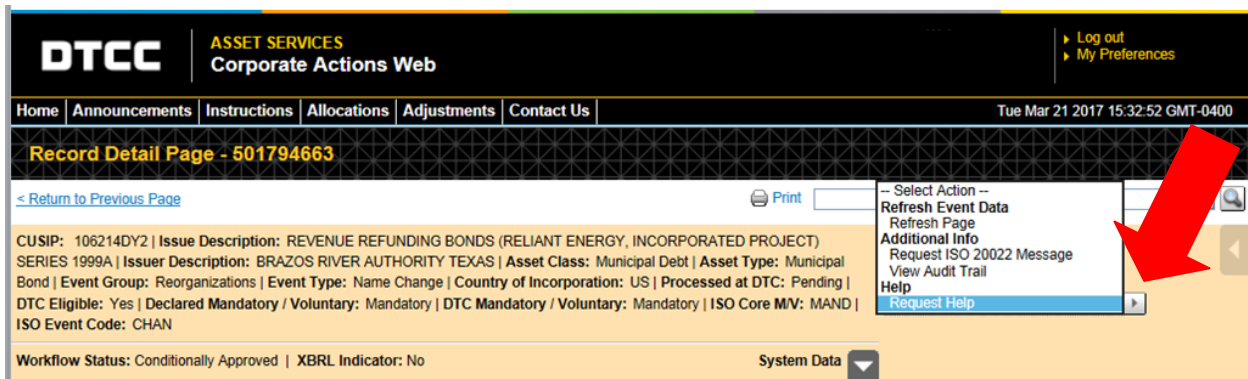
- Enhancements enabling clients to open a WINS inquiry from within the CA Web application. Includes auto population of event details to reduce keystrokes
- A new line item on the Redemptions Dashboard/Announcements compartment called “Change Comments” indicating a count of events in which the comments field has been updated

### Submitting WINS Inquiries via CA Web

There are two ways for clients to submit a WINS inquiry from CA Web. They are detailed below. Note that once the inquiry is open, its tracking can only be done from the WINS application itself; CA Web does not offer WINS tracking functionality.

#### 1) From the CA Web Record Detail Page via “Request Help”

- Select “Request Help” from the Select Action drop down menu and click the adjacent right facing arrow



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Non-Confidential

- The following screen will open with certain event details pre-populated. Select appropriate "Issue" from the drop down menu, enter information in the "Comments" field and click "Send"

**Request Help**

Print

**i** This inquiry will be submitted directly to the WINS application from CA Web. To access the WINS application, please use the Contact Us feature on the CA Web main menu or by clicking on the link provided once you have submitted your inquiry.

**Request Help Criteria** \* = Required Field

Client ID	0000
CA ID	501794663
CUSIP	106214DY2
Short Description	BRAZOS RIVER AUT RV TX D04-01-99 0.010% JJ19 BE
Asset Class	Municipal Debt
Asset Type	Municipal Bond
Agent ID	40090154
Agent Name	BNYLOANS,NY/CW
Agent Type	DDA AGENT
Department	Reorganizations
Event	Name Change
Sub Event Type	
DTC Mandatory / Voluntary	Mandatory
Issue *	<input type="text" value="Discrepant Payouts"/>
Record Date	
Declared Payable Date	
Ex Date	
DTC Cash Rate	
Declared Gross Rate	
Comments *	<input style="width: 100%;" type="text"/>

File Attachment

**Send** **Reset**

**Close**

- A confirmation that the inquiry has been successfully submitted will appear as follows:  
**Note:** You will be able to view the open ticket in the WINS application by clicking on the "Access WINS" hyperlink

**Request Help**

Print

**✓** Your inquiry has been submitted.

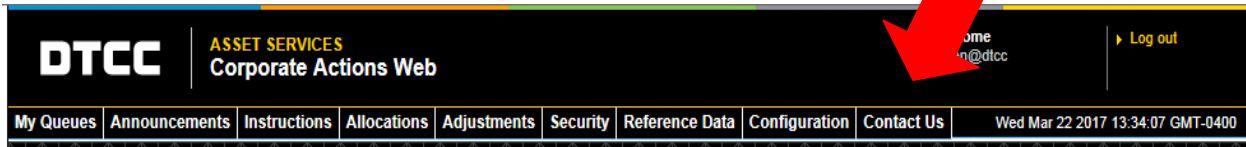
Thank you for your inquiry to DTCC. We have received your inquiry and your ticket is being assigned to a team member for research. We will provide further updates as soon as one is available.  
 An email notification has been sent to [DTCCClient@client.com](mailto:DTCCClient@client.com)  
 You may access the WINS application by clicking on the link here: [Access WINS](#)

**Close**

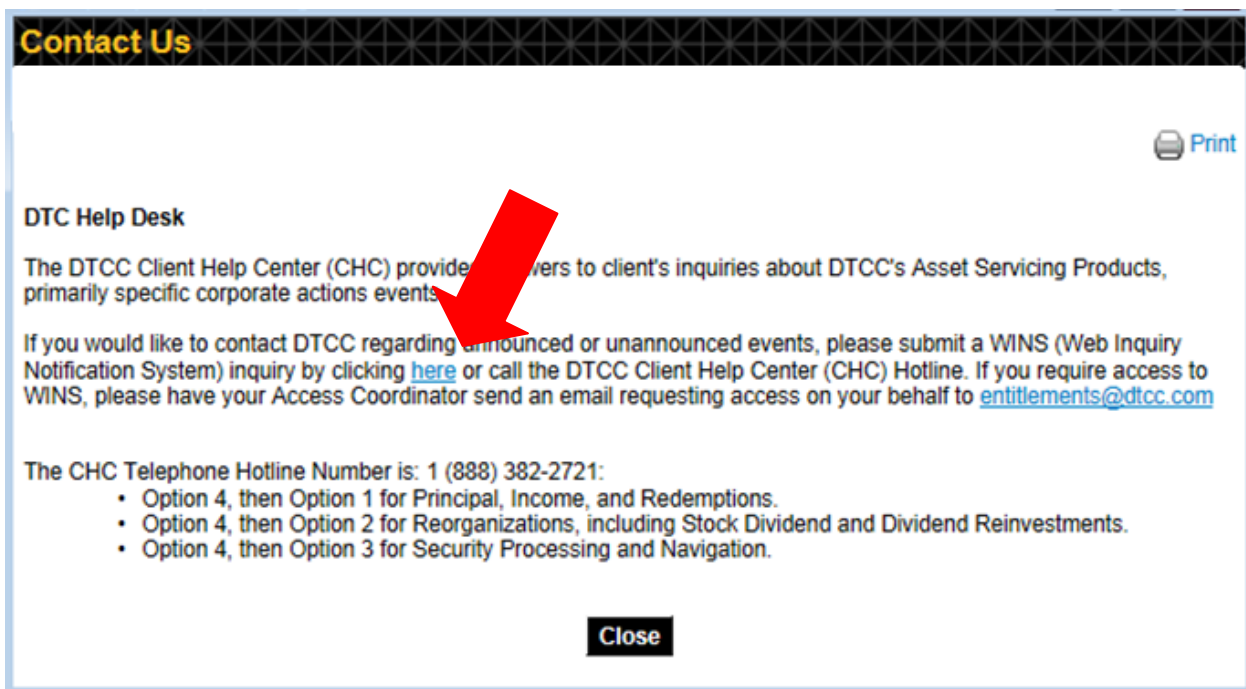
## 2) From the CA Web Menu Bar “Contact Us” Link

*Note: This path brings the user directly to the WINS application which remains unchanged.*

- Click on “Contact Us”



- Click on the “here” hyperlink from the modal that appears



- The following WINS screens will open. Enter all the required information and click “Submit Inquiry” when complete

### Create New Inquiry

### Enter Inquiry Details

Instructions: Please select an appropriate Inquiry type, then enter CUSIP number and click the Continue button

#### Basic Inquiry Details

\* = Required

Participant Id

Business Application

 \*

Inquiry Type

 \* \* \*

CUSIP

  \*[Continue](#)[Return Home](#)

## Create New Inquiry

### Enter Inquiry Details

CUSIP: 106214DY2 Short Description: BRAZOS RIVER AUT RV TX D04-01-99 0.010% JJ19 BE  
Agent Id: 40090154 Agent Name: BNYLOANS,NY/CW Agent Type: DDA AGENT  
Inquiry Type: Redemptions | Full Prerefunding | Discrepant Payouts

Instructions: Please enter inquiry details and comments, then click **Continue** to review your request or click **Previous Page** to modify your request or click **Return Home** to cancel this request. Please use File Attachments to send associated documents with your inquiry.

#### Additional Inquiry Details

 = Required

Asset Type  \*

Asset Class  \*

CA ID  \*

CA Web Record Date

CA Web Payable Date

CA Web Ex Date

DTC Cash Rate

Declared Gross Rate

Comments

3980 characters available

File Attachment    
 Supports DOC,DOCX,XLS,PDF,TXT files only

#### Did You Try?

No Function available.

#### Recently Asked Questions (RAQ)?

No Recently Asked Questions

## Create New Inquiry

### Review and Submit Your Inquiry

CUSIP: 106214DY2 Short Description : BRAZOS RIVER AUT RV TX D04-01-99 0.010% JJ19 BE  
Agent Id: 40090154 Agent Name: BNYLOANS.NY/CW Agent Type: DDA AGENT  
Inquiry Type: Redemptions | Full Prerefunding | Discrepant Payouts

Instructions: Please review your inquiry to be sure it is correct. Click **Submit Inquiry** below to complete your request or click **Return Home** to cancel this request. **Edit Inquiry** will return you to previous screen.

#### Inquiry Summary

Participant Id	:	0000
Created Date	:	03/21/2017
Created By	:	DTC Client
Asset Type	:	Not Applicable
Asset Class	:	Equity
CA ID	:	1122334455
CA Web Record Date	:	
CA Web Payable Date	:	
CA Web Ex Date	:	
DTC Cash Rate	:	
Declared Gross Rate	:	
Comments	:	

[Submit Inquiry](#) [Edit Inquiry](#) [Return Home](#)

[Click to Create New Inquiry](#)

- Upon inquiry submission, the following confirmation screen will display



Create New Inquiry

Inquiry Created

 Inquiry Successfully Created.

Thank you for your inquiry to DTCC. We have received your inquiry and your ticket is being assigned to a team member for research. We will provide further updates as soon as one is available.

An email notification has been sent to [DTCCClient@client.com](mailto:DTCCClient@client.com)

CUSIP: 106214DY2 Short Description : BRAZOS RIVER AUT RV TX D04-01-99 0.010% JJ19 BE  
Agent Id: 40090154 Agent Name: BNYLOANS,NY/CW Agent Type: DDA AGENT  
Inquiry Type: Redemptions | Full Prerefunding | Incorrectly Associated to Security

**Inquiry Summary**

Participant Id	:	0000
Created Date	:	03/21/2017
Created By	:	DTC Client
Asset Type	:	Not Applicable
Asset Class	:	Equity
CA ID	:	1234567890
CA Web Record Date	:	
CA Web Payable Date	:	
CA Web Ex Date	:	
DTC Cash Rate	:	
Declared Gross Rate	:	
Comments	:	106214DY2

[Create Another Inquiry](#) [Return Home](#)

\* \* \*

**Enhancement to the CA Web Redemptions Dashboard**

A new line item has been added to the Redemptions Dashboard/Announcements compartment called "Change Comments". It indicates a count of events in which the External Comments tab on the Event Record Details has been updated. Its hyperlinks render a search results page for further detail.





Questions about this notice and CA Web can be directed to your Relationship Manager or the CA Transformation mailbox at [CATransformation@dtcc.com](mailto:CATransformation@dtcc.com).