



Client Services Phone Guide

Open Solutions Division

Dial
888.443.5767



- ① **Input Your Compass Case ID Number**
You will be transferred to the case owner
- ② **Input Your Compass Client ID**
You will be transferred to the menu to select a product/area
- ③ **Transfer to Accounting/Collections**
You will be transferred to Accounting/Collections



- ① **Press 1 If This is a Priority 1 Issue**
- Choose a Product/Department**

- ② **For DNA**
- ③ **For TotalPlus**
- ④ **For All Other Products**

- ① **For Data Center**

- ① Deposits
- ② Loans
- ③ Financial Systems
- ④ ATM
- ⑤ Request Desk
- ⑥ Operations Support
- ⑦ Technical Services

- ② **For In-House**

- ① Deposits
- ② Loans
- ③ Financial Systems
- ④ ATM
- ⑤ Operations Support
- ⑥ Technical Services

- ③ **For Canada**

- ① Deposits
- ② Loans
- ③ Financial Systems
- ④ ATM
- ⑤ Operations Support
- ⑥ Technical Services
- ⑦ Network

- ④ **Transition Support**

- ① **Deposits**

- ① Core Deposits
- ② RMS
- ③ Teller

- ② Loans
- ③ Financial Systems
- ④ ATM
- ⑤ Operations Support
- ⑥ Interface Manager

- ① **Financial Systems**

- ① Financial Accounting Suite
- ② Profitability Analysis

- ② **Online Banking (DNA Web)**

- ③ **Data Management**

- ① Digital Document Systems
- ② CRM/BI Suite and IMC
- ③ Data Warehouse / OpenData

- ④ **Credit Card Management**

- ⑤ **Telephony Banking**

- ⑥ **OpenCheck**

- ① OpenCheck/Image Solutions
- ② Merchant Capture
- ③ Branch Capture