

FastBond™ FAQs For Customer Reference

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Login to FastBond™

Misplaced Password

I have misplaced my password and am unable to log into FastBond™.

If you forget your user name or password click the *Forgot your password or user name* link. Complete the user information form to have your information emailed to you. Alternatively, you can contact your FastBond™ administrator or Roanoke Trade Bond Representative.

Login Error

I can't login; I am getting a login error.

FastBond™ will automatically deactivate your user ID/password if there is no activity for a period of 45 days. Contact your FastBond™ administrator or Roanoke Trade Bond Representative.

Deactivate a User

I need to deactivate an employee's login to FastBond™ as they are no longer employed by our company.

Contact your FastBond™ administrator or Roanoke Trade Bond Representative for assistance:

ISF Bonds

Surety Reference Number

I need the Surety Reference Number in order to transmit my ISF. Where do I get it?

Enter the bond details in the Issue Bond screen and click either Print Now or Print Later to receive your Surety Reference Number. For ISF-only bonds, select activity code 16. For unified filings (ISF and entry transmitted at the same time), select activity code 1 and click Yes to the unified filing question.

ISF Transaction Number

I received my Surety Reference Number, but now need to add my ISF Transaction Number. How can I do this?


When issuing an ISF single transaction bond, you have the option to Print Now or Print Later.

Print Now

Click on the Print Now button and receive your ISF Surety Reference Number. FastBond™ will also display a prompt to enter the ISF Transaction Number as provided by CBP.

You can:

1. Enter the ISF Transaction Number and select Print Now to print this bond now.
2. Enter the ISF Transaction Number and select Print Later to create additional bond package components and save this bond for later review, editing, or printing.
3. Leave the ISF Transaction Number blank and select Print Later to create additional bond package components and save the bond for later review, editing or printing.



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EXIT |

BondQueryPrintMaintenanceHelp

The ISF Surety Reference Number for this bond is:

11497030

Carefully enter the ISF Transaction Number provided by CBP into the box below – it is important that it is accurately entered or you may risk rejection of the bond by CBP.


ISF Transaction Number (Provided by CBP):

Select Print Now or you may select Print Later to move your bond to the Print Queue.

Print Now Print Later

Print Later

Select Print Later to create additional bond package components and save this bond for later review, editing or printing. FastBond™ will display your ISF Surety Reference Number. You can then click on Go to Issue Bond to return to the Issue Bond screen, or you can navigate to another page via the navigation bar.



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EXIT |

BondQueryPrintMaintenanceHelp

The ISF Surety Reference Number for this bond is:

11497031

Your bond will be placed into the Print Queue under the Bond menu, where you may add the ISF Transaction Number and print or email the bond at a later time.

Go to Issue Bond

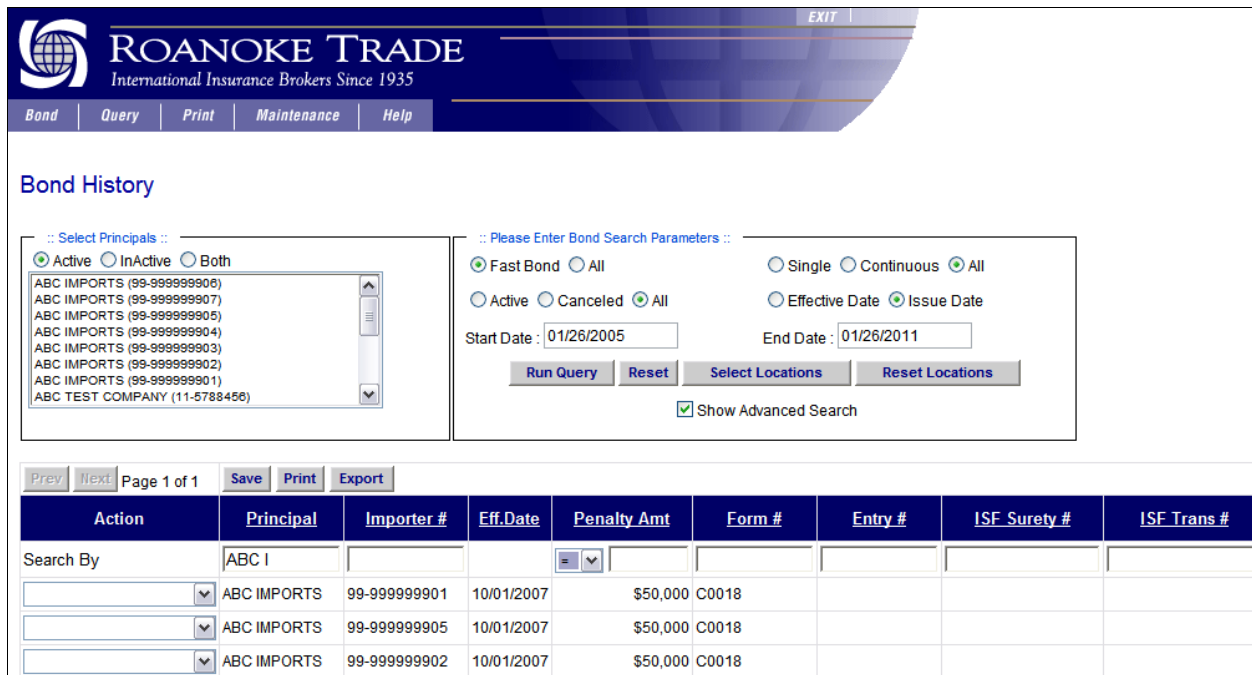
Locate a Bond

I can't find my bond in the system, and I can't create a new one.

The bond will generally be in either Bond History if the has already been printed or in the Print Queue if it has not been printed.

For Printed Bonds

1. Select Query, then click Bond History
2. Locate the principal in the Select Principals box, click on it so it is highlighted
3. Set the search criteria in the Please Enter Bond Search Parameters section
 - a. To search for only bonds created in FastBond™, click on FastBond (Note: Click All to search for bonds not created in FastBond™; however, doing so will cause the Action field to disappear.)
 - b. Click the correct bond type, Single, Continuous or All
 - c. Click All to search both Active and Canceled bonds
 - d. Click Run Query
4. Select the appropriate activity from the Action dropdown



Bond History

Select Principals ::
 Active InActive Both

Please Enter Bond Search Parameters ::
 Fast Bond All
 Single Continuous All
 Active Canceled All
 Effective Date Issue Date


Start Date : 01/26/2005 End Date : 01/26/2011

Show Advanced Search

| Action | Principal | Importer # | Eff.Date | Penalty Amt | Form # | Entry # | ISF Surety # | ISF Trans # |
|-----------|-------------|--------------|------------|-------------|--------|---------|--------------|-------------|
| Search By | ABC I | | | | | | | |
| | ABC IMPORTS | 99-999999901 | 10/01/2007 | \$50,000 | C0018 | | | |
| | ABC IMPORTS | 99-999999905 | 10/01/2007 | \$50,000 | C0018 | | | |
| | ABC IMPORTS | 99-999999902 | 10/01/2007 | \$50,000 | C0018 | | | |

For Unprinted Bonds

1. Select Bond, then click Print Queue
2. Click on the correct bond type, Single or Continuous
3. Enter either the Importer # or Principal Name
4. Click All to search both Active and Canceled bonds
5. Click Find
6. Select the appropriate activity from the Action dropdown


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EXIT 1

Bond Query Print Maintenance Help

Print Queue

Single Continuous
 Start Date: End Date:

Importer#: Principal Name:
 Active Delete All

ISF Surety Ref No:

| Print | Action | Principal | Importer# | Eff. Date | Penalty Amt. | Form# | Unified | Entry No | ISF Surety Ref No. | ISF Trans # | Edit ISF Trans # | Billing Ref 1 | Issue Date | Billing Ref 2 | RTS Line Item ID |
|--------------------------|-----------------------|--------------------|--------------|------------|--------------|-------|---------|--------------|--------------------|-------------|------------------|---------------|------------|---------------|------------------|
| <input type="checkbox"/> | --- Select Action --- | 146157 CANADA INC. | 030101-06001 | 01/11/2010 | 3500 | S0018 | N | 132-09876512 | | | Edit | test | 01/13/2010 | | 11774876 |
| <input type="checkbox"/> | --- Select Action --- | 146157 CANADA INC. | 030101-06001 | 01/14/2010 | 1500 | S0018 | N | TST-12345678 | | | Edit | | 01/14/2010 | | 11775598 |

Note: If you are unable to locate the bond in either section, contact your Roanoke Trade Bond Representative.

Unable to Print

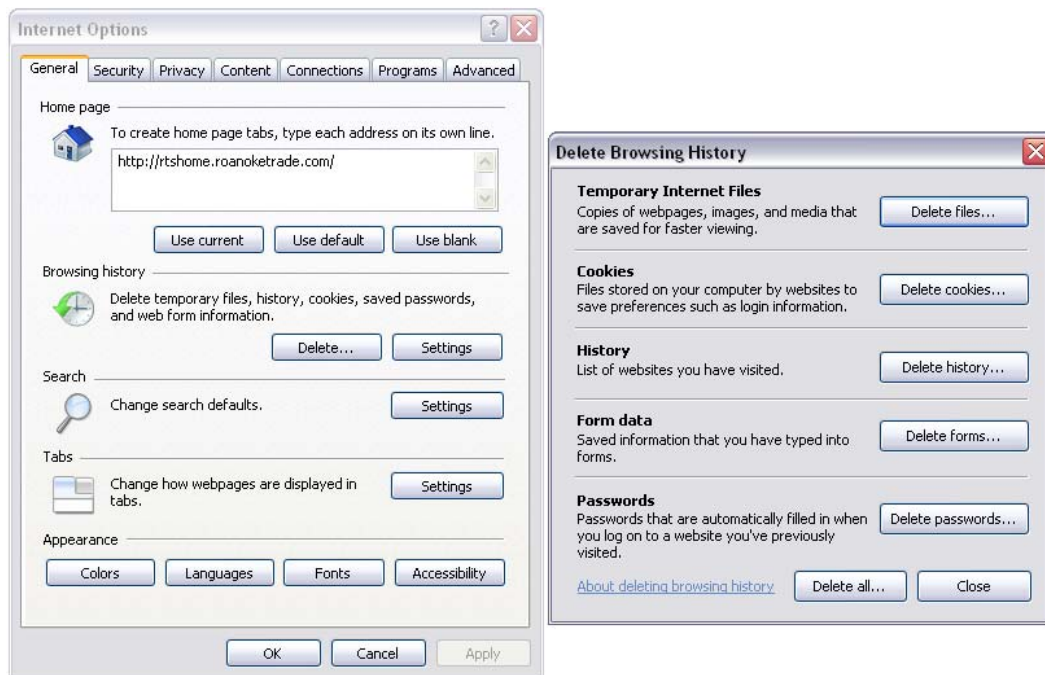
Blank Screen

When I try to print a bond, form or other document all I see is a blank screen.

Some FastBond™ users can experience difficulties accessing documents from the system if they have an excessive amount of Internet temporary files stored on their computer. To clear out the Internet temporary files on your computer, please follow the directions below. If you are not able to do either of these, you will need to notify your IT department to look into it for you.

Clear Internet Temporary Files

1. From any open Internet Explorer window, click on the tools option from the application menu bar.
2. Under the Tools menu, click on the Internet Options button to open the Internet Options window.
3. Under the General tab of the Internet Options window, click on the Delete Files button under the Temporary Internet Files heading.
4. Depending on the amount of Internet temporary files on your local computer, this may take several minutes. Please let the application run until the hourglass disappears.
5. Click OK on the Internet Options window to exit and try to re-print from FastBond™ as usual.



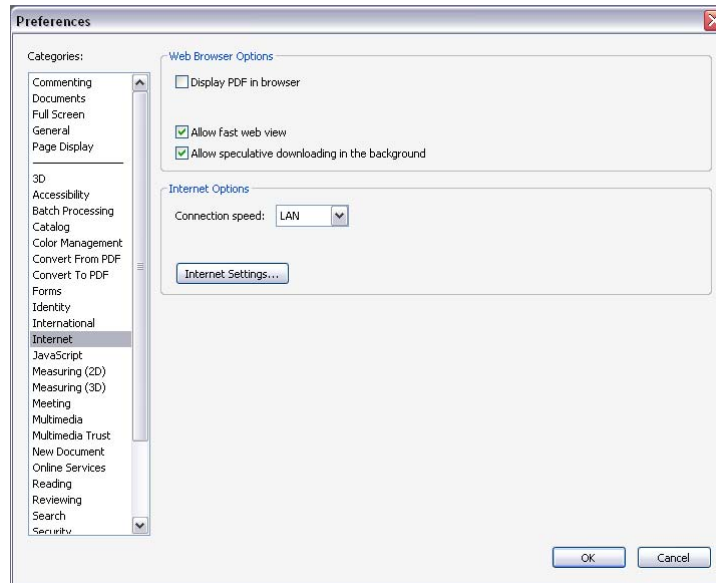
I have tried to clear my Internet temporary files and still cannot print my documents.

In some cases, users may also need to modify their current Adobe Reader settings so their Adobe Reader opens outside of the browser. To modify your Adobe Reader settings, please follow the directions below:

Modify Adobe Reader Settings

1. Click on the Start button in the lower left-hand portion of your screen.
2. Click on the Programs option.
3. Locate your version of Adobe Reader from the program listings and open the application.
4. In Adobe Reader, click on the Edit option from the application menu bar.

5. Under the Edit menu, click on the Preferences button to open the Adobe Reader preferences window.
6. Select Internet from the bar on the left-hand side.
7. Under the Internet settings area, remove the check box for Display PDF in browser.
8. Exit from Adobe Reader and try to re-print from FastBond™ as usual.



Note: Should the issue remain unresolved, contact your local Roanoke Bond Representative.

Printing Error Messages

When I try to print a bond, I receive an error message that reads, “This file cannot be opened because it has no pages.”

When printing any bond in FastBond™, you must select at least one component of a bond or bond package to print (i.e., bond copy, cover letter, bond back, application, 5106, etc.). Select the desired item(s) you wish to print and print as normal.

When I try to print a bond from the Bond History screen, I receive an error message that reads, “Invalid form picked. Press ‘Find’ button to refresh the data.”

Before you click on the Print button, you must select Print Bond from the action dropdown menu for the bond you wish to print. This feature is necessary as multiple bonds may be printed at one time.

When I try to print a bond for a foreign principal, I receive an error message that reads, “Prior Approval from Roanoke Trade is required on all bonds issued for foreign principals, except those located in Canada, and the U.S. territories of Puerto Rico, Guam, and the U.S. Virgin Islands...etc.”

You do not have the authority to issue this bond. Please call your Roanoke Trade Bond Representative for assistance.

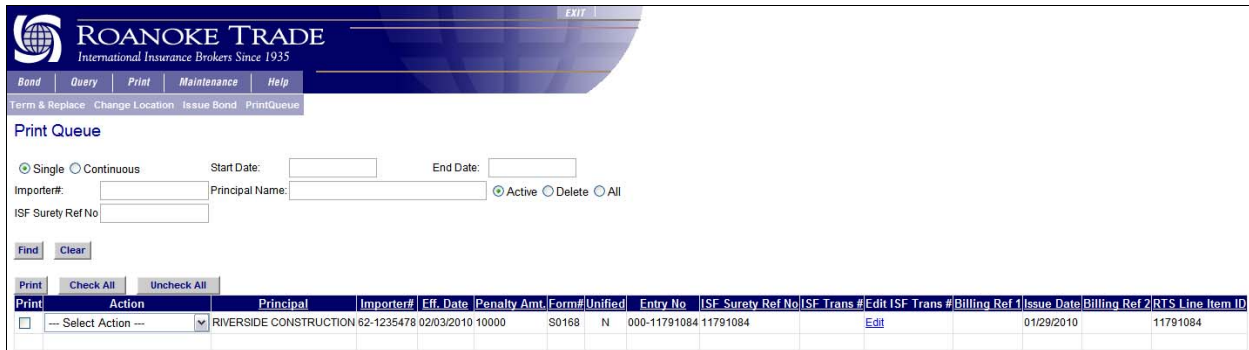
When I try to issue a new bond, I receive an error message that reads, “This bond exceeds the underwriting authority granted by the insurance company. This bond will not be printed. The bond must be issued by a Roanoke Trade office after specific approval from the insurance company.”

You do not have the authority to issue this bond. Please call your Roanoke Trade Bond Representative for assistance.

When I try to print a single transaction bond for ISF, it won't print.

All bonds for ISF require the ISF Transaction Number be entered or the bond will not print. The ISF Transaction Number may be edited as detailed as detailed in **Editing a Bond**, or directly from the Print Queue.

1. Click Edit next to the line item and enter the number.
2. Click Save to save your changes.
3. Print your bond as usual.



Duplicate Errors

Bonds

I tried to issue a new bond, but received an error message that reads, "Bond Errors: 1 Duplicate Bond: a CTB (or STB) with the same principal, activity code, rate code exists."

An open bond (not canceled) is already entered into Roanoke Trade's system for your principal. Check in your Print Queue to locate bonds yet to be printed, or in your Bond History for bonds that have already been processed. If you cannot locate the bond, please contact your Roanoke Trade Bond Representative for assistance.

Principals

I tried to add a new principal/importer to the system and received an error message that reads, "Duplicate Record: This record already exists in the system."

FastBond™ only allows for one principal record to be entered into the system with a unique importer number per company. This means you are entering a company into FastBond™ and another importer has already been assigned that importer number. You will not be able to enter the new record.

Locate the existing record and update the necessary details as needed:

1. Select the Maintenance tab, then click Principals
2. Enter either the Importer No., Name, or DIV/AKA/DBA
3. Click All to search both Active and Inactive principals
4. Click Find
5. Select the appropriate activity from the Action dropdown

Important: You can change any field within a principal record with the exception of the importer number. If you entered a principal record with an incorrect number, the record should be inactivated and a new record should be created.

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Bond Query Print Maintenance Help

Principals User Settings Attorney-in-Fact User Administration

Principal Maintenance

Importer No.: Active Inactive All
 Name: DIV/AKA/DBA:

Find Add Principal Export Prev Next Page 1 of 2

| Action | Importer No | Principal | Address | City | State | Zip | Inactive | DIV/AKA/DBA |
|--------|--------------|-------------------|--------------------------------|-------------|-------|-------|----------|-------------------------|
| ▼ | 99-999999906 | ABC IMPORTS | 125 W 4TH ST., SUITE 1401 | LOS ANGELES | CA | 90013 | | SUN COAST WIDGETS - DBA |
| ▼ | 99-999999907 | ABC IMPORTS | 125 W 4TH ST., SUITE 1401 | LOS ANGELES | CA | 90013 | | SUN COAST WIDGETS - DBA |
| ▼ | 99-999999905 | ABC IMPORTS | 125 W 4TH ST., SUITE 1401 | LOS ANGELES | CA | 90013 | | SUN COAST WIDGETS - DBA |
| ▼ | 99-999999904 | ABC IMPORTS | 125 W 4TH ST., SUITE 1401 | LOS ANGELES | CA | 90013 | | SUN COAST WIDGETS - DBA |
| ▼ | 99-999999903 | ABC IMPORTS | 125 W 4TH ST, SUITE 1401 | LOS ANGELES | CA | 90013 | | SUN COAST WIDGETS - DBA |
| ▼ | 99-999999902 | ABC IMPORTS | 125 W 4TH ST., SUITE 1401 | LOS ANGELES | CA | 90013 | | SUN COAST WIDGETS - DBA |
| ▼ | 99-999999901 | ABC IMPORTS | 125 W 4TH ST., SUITE 1401 | LOS ANGELES | CA | 90013 | | SUN COAST WIDGETS - DBA |
| ▼ | 11-5788456 | ABC TEST COMPANY | 1322 MAIN ST, SUITE 101 | CHICAGO | IL | 60061 | | |
| ▼ | 58-3125487 | ADAMS PAVING | 8543 55TH STREET, | SMITH | AZ | 56012 | | |
| ▼ | 77-888890100 | BYZANTINE IMPORTS | 7700 MONTEREY AVE., SUITE 1200 | SEATTLE | WA | 98100 | | |

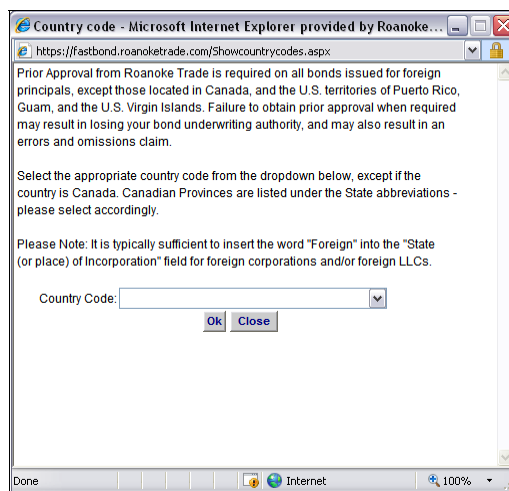
Note: Should the issue remain unresolved, contact your local Roanoke Bond Representative.

Add a Foreign Principal

Selecting a Country Code

I can't add of foreign principal in FastBond™.

Foreign principals can be added by selecting FN from the State/Province dropdown menu. In the Country Code pop-up box, select the appropriate country and then click Ok. If the Business Type is a Corporation or LLC, In the business type State/Province field, select FN.



Note: If no pop-up message appears, check for a message bar (typically yellow or white) at the top of the page stating, "Pop-up blocked." Click the message bar and select "Always Allow Pop-ups from This Site..." Should the issue remain unresolved, contact your local Roanoke Bond Representative.

Cancel or Delete Bonds

How do I cancel a bond?

If the bond has been issued, but not filed with CBP, the bond may be deleted or canceled in FastBond™ via the Bond History screen or Print Queue. See below section, "Editing a Bond" for details.

If the bond has been filed with CBP, contact your Roanoke Trade Bond Representative for assistance.

Editing a Bond

Change the Bond Value or Effective Date

How do I change a value (bond amount) or effective date in FastBond™?

The bond may be edited via the Bond History screen or Print Queue, depending on whether your bond has been printed:

For Printed Bonds

1. Follow the steps listed under **Locate a Bond, Printed Bonds**
2. Click on the Action dropdown, then click Return to Print Queue
3. FastBond will move the bond to the Print Queue. If the bond is not listed, follow the steps listed under **Locate a Bond, Unprinted Bonds**.
4. Click on the action dropdown, then click Edit
5. Make the change to the Penalty Amount or Effective Date field
6. Click Save
7. Return to the Print Queue and query the bond again
8. Reprint the bond

For Unprinted Bonds


1. Follow the steps listed under **Locate a Bond, Unprinted Bonds**
2. Click on the Action dropdown, then click Edit
3. Make the change to the Penalty Amount or Effective Date field
4. Click Save
5. Return to the Print Queue and query the bond again
6. Reprint the bond

Change a Continuous Bond Address

How do I change an address on a CTB for a bond that was already issued?

If the bond has not been filed with CBP, the bond may be edited and reprinted for filing:

1. Follow the steps listed under **Locate a Bond, Printed Bonds**
2. Click on the Action dropdown, then click Return to Print Queue.
3. FastBond™ will move your bond to the Print Queue.
4. From the Maintenance tab, Click Principals and query your principal
5. Click on the Action dropdown for the principal, then click Edit
6. Make the change in the appropriate field(s)
7. Click Save
8. Return to the Print Queue and query the bond again
9. Reprint the bond


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EXIT |

Bond
Query
Print
Maintenance
Help

Add/Edit Principal

* Importer Type: SS IRS Customs Assigned * Importer Number: Check if already in System

* Name:

* Address:

* City: * State/Province: Zip/Postal:

* Name Qualifier: Div AKA DBA None Name:

* Business Type: Corporation * State/Province:

- Partnership
- LLC
- Sole Proprietor
- Individual
- Government Entity

Save & Close
Save & Add Another
Reset
Go to Issue Bond

If the bond has already been filed with CBP, an address-change rider must be filed. Contact your Roanoke Trade Bond Representative for assistance.

Change an Entry Number

How do I change the entry number on a bond?

The entry number is a primary identifier in FastBond™ and cannot be changed. The bond must be canceled and then re-issued.

1. Follow the steps listed under **Cancel or Delete Bonds**.
2. Re-issue the bond in the Issue Bond screen using the correct entry number.

Is FastBond™ Down?

When I try to login to FastBond™, I receive an error message stating 'Page cannot be displayed' or I'm getting an 'Oracle Error'.

Contact your Roanoke Trade Bond Representative for assistance or Email fastbond@roanoketrade.com.

Electronic Signature

Upload your Electronic Signature

How do I get my signature into FastBond™?

Complete the Electronic Signature form, located under the Print tab, Customs Forms & Letters screen and submit it, via email, to fastbond@roanoketrade.com. You can also fax the completed form to 1-800-969-8200. You will be notified when your signature is available for use.

Note: To help ensure a quality image of your signature is important to sign with a heavy pen. Sign in the blank space on the Electronic Signature form and do not sign over any wording.

New User Setup

To obtain a FastBond™ login for additional employees, go to www.roanoketrade.com and click on the link “login or register for Fastbond”. Click on “register now”, fill in the form and submit. You will receive an email confirmation of your user setup.

Training

Your Roanoke Trade Bond Representative can arrange for you to receive customized, one-on-one training of FastBond™.