

# **Reference Guide**

# For Customers Bank Business Online Banking





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### Login

Go to the website:

https://digitalbanking.customersbank.com/customersbankonlinebanking/uux.aspx#/login

Г	Customers Bank
	Login ID
	Password
	Q2ebanking
	FDIC

### 1. Supported browser: *Note: Any browsers not listed in the following table should be considered unsupported.*

- Google Chrome (Current and previous two versions) for Windows and MACs
- Mozilla Firefox (Current and previous two versions) for Windows and MACs
- Microsoft Edge (Current version) for Windows
- Safari (Current and previous two versions) for MACs

You must use a computer that has:

- Microsoft Windows 10 or Mac OS X 10.10
- Available browser updates applied for improved security that provide antivirus and spyware protection
- An internet connection with a minimum of 1 Mbps download speed.

#### **Mobile Requirements**

- Android 5.X and later Supported
- Apple iOS requirements for Q2mobility Apps:
  - iOS 13.X Supported
  - ➢ iOS 12.X Supported
  - ➢ iOS 11.X Supported
  - ➢ iOS 10.X Limited support





Mobile connectivity requirements:

- Apps:
  - 5G Supported
  - 4G LTE Supported
  - Wi-Fi Supported
- 2. Enter login credentials.

**Login ID** – individual user id provided by company administrator or the bank **Password** – user's password

Note: During the conversion users will use their existing Business Online Banking password and then be asked to change it upon first time login.

Note: Bank will supply the company Administrator and all security token users their User IDs via e-mail in a Welcome Letter. All other User IDs will be supplied by the company Administrator.

3. Select Log In.

Note: When using Chrome or any browser that allows you to save your password for future use, do not save the password. Passwords will expire every 90 days and you will be required to create a new one. Also do not save your security code as that will change every time you login.

4. A profile page will be displayed. This page is informational only. Any changes will need to be made by the company Administrator or the bank.

If any of the following information is incorrect please contact your System Administrator or Customers Bank Representative:					
	Please contact us if any information displayed h	ere is incorrect.			
	Prefix First Name regioned				
	Middle Name (samosa)				
	Last Name	Suffix depresent			
	Three	$\sim$			
	Email Address mannah				
3					
	Address 1 (spitosa)				
	40 Westminster St.				
	Address 2 reprinted				

5. Select **Submit** at the bottom of the page.





6. The **Change Password** screen will be displayed.

Customers Bank	
<ul> <li>Password Requirements:         <ul> <li>Must be between 5 and 15 characters</li> <li>Must contain at least 1 number</li> <li>Password must contain a minimum of 1 lower case characters.</li> <li>Password must contain a minimum of 1 upper case characters.</li> <li>Password must contain a minimum of 1 special characters.</li> <li>May not be the same as current password</li> </ul> </li> </ul>	
Current Password	
New Password	
Confirm New Password	
Back Submit	

- 7. Enter the following information:
  - **Current Password** Temporary password supplied by bank or company Adminstrator

*Note:* For the conversion this will be your password from the old Business Online Banking platform

- New Password
- Confirm New Password
- 8. Select Submit.

#### **Non-Security Token Users**

9. Select **Text Me** or **Call Me** to receive a secure code for login.



10. Select Submit.





### Hard Security Token Users

11. For user with a hard security token or the Symantec App, the **Secure Access Code** screen will be displayed.

Customers Bank					
Enter your Secure Access Code					
1					
Back					

Note: First Time Login will display the following screen.

Customers				
	Enter your Secure Access Code			
	1			
	Enter Second Verisign Token			
	Back			

- Turn on the security token or access the Symantec app, enter the six (6) digit code in the **blank box.**
- Wait for the token to turn off or the Symantec app to refresh. Turn the token back on and enter another six (6) digit code into the **Enter Second Verisign Token** field. The Symantec app will automatically fresh with a new code.
- 12. Select Submit.

### **Download App Security Token Users**

- 13. From your cell phone select the Play Store app or the App Store app.
- 14. Search for VIP Access Symantec Access.



15. Select Install.





- 16. Once the app is installed open the app.
- 17. The first 3 screens on the app are not supported, just swipe until you reach the **Credentials ID**.

۵ 👙 🖿	🚷 🔌 👯 📶 63% 🖬 10:34 AM
Ξ	VIP Access
$\left( \right)$	credential id SYMC 2769 7279
	security code 402684
	26
	Symantec. VIP
$\triangleleft$	$\square  \bigcirc  \square$

- 18. Provide the **Credentials ID** to your banking representative.
- 19. Once the Bank has loaded the Credential ID into the Business Online Banking system you can then login to Business Online Banking.





### Home

### **View Balances and Transactions**

The Home page will provide current and previous day transactions on each account along with images of paid checks, deposit tickets and deposited items.

### **Transactions**

1. Upon logging into Business Online Banking each user will be brought to the **Home** screen.

Note: Use the menu navigation along the left-hand side to select other modules.

Cust	Customers Bank Welcome back, Peg D Loss logn 12/02/2019 of 2:25 PM								
Click a	Click an account tile to view details and transaction history.								
ជ	Home		Home			ą	Transfer Money Now	>	
	Messages		nome			ι Ω'			
u	Reports		ACCOUNTS 🖉	^					
≡	Statements								
	Payments/Transfers	~	Statement Savings Available Balance	: \$1.18	Test Acount Available Balance	: \$30.40			
≡	Remote Deposit (DLM)		Current Balance	\$1.18	Current Balance	\$30.40			
	Enhanced Services	~	Checking	:	CML LETTER CREDIT	:			
	Administration	~	Available Balance Current Balance	\$330,015.81 \$330,015.81	Current Balance	\$0.00			
0	Locations		CML CONSTRUCTION	:	CML LETTER CREDIT	:			
<u>ي</u>	Settings	~	Current Balance	\$1,194,020.23	Current Balance	\$0.00			
0	Help								

- 2. The dashboard is customized based on user entitlements.
- 3. Select the ellipses next to each account for additional options.

Custo	omers Bank					Welcome back, P Last login 12/03/2019 at 8:5.	
Click a	in account tile to view details	and transaction history.					×
ស៊	Home	Home			ą	Transfer Money Now	>
	Messages				c		
Jul	Reports	ACCOUNTS 🖉					
≡	Statements						
8	Payments/Transfers	Statement Savings Available Balance Current Balance	\$1.18	Test Acount Available Balance	Options	$\mathbf{N}$	
≡	Remote Deposit (DLM)	Current Balance	\$1.18	Current Balance	View Activity		
	Enhanced Services	Checking	:	CML CONSTRUCTIO	Quick Transfer		
8	Administration	Available Balance Current Balance	\$330,015.81 \$330,015.81	Current Balance	Nickname Account		
0	Locations	CML LETTER CREDIT	:	CML LINE	Settings		
	Settings		• \$0.00	CML LINE Current Balance	• \$15,000.00		
?	Help				$\sim$		
G	Log Off	CML LINE Current Balance	\$331,997.87	CML LINE Current Balance	\$107,362.64		





- View Activity displays the transaction details
- Quick Transfers allows the user to perform a Book Transfer

Note: Quick Transfers cannot be used for Loan Payments and the account select from the Home screen cannot be selected in the From account field.

- Nickname Account allows the user to change the name of any account
- Setting allows the user to decide if they want to remove the account from the home page
- 4. Select an account and transaction details will be displayed.

Customers Bank Welco										
View	View details or a check image by clicking '+' next to that transaction. Select 'Show Filters' for search options.									
ស៊	Home	< Back to Home								
	Messages	Test Acount \$30		\$30.4						
Jul	Reports	Last Updated: December 2, 2019 2:39 PM Current	Balance	Available B	alance					
Ξ	Statements	Transactions Details								
	Payments/Transfers ~	٩	÷.	→ ⊥	:					
≡	Remote Deposit (DLM)									
	Enhanced Services V	Q Search transactions								
且	Administration ~									
0	Locations	Date - Description - Amo	unt -							
<u>نې</u>	Settings ~	NOV 30 INTEREST CREDIT - 0		\$0.01	:					
?	Help	2019		\$30.40	•					
G	Log Off	NOV 20 2019 AUTOMATIC TRANSFER TRANSFER FROM ICS XXXXXXXX8161 - 0	:	\$30.24 \$30.39	:					
		NOV 18 EBANKING TRANSFER REF 3220907L FUNDS TRANSFER FRM DEP XXX8832 FROM ONLINE 2019 FUNDS TRANSFER VIA - 0		<b>\$0.15</b> \$0.15	:					
		NOV 14 2019 AUTOMATIC TRANSFER TRANSFER TO ICS XXXXXXX8161 - 0	(\$	<b>25.00)</b> \$0.00	:					

5. Use the icons on the upper right-hand side for additional options.

Custo	omers		Welcome ba	ck, Peg D
View d	etails or a check image by click	ing '+' next to that transaction. Select 'Show Filters' for search options.		×
ជ	Home	< Back to Home		
	Messages	Test Acount \$30.40		
J	Reports	Last Updated: December 2, 2019 2:39 PM Current Bak	ance Available I	Balance
≡	Statements	Transactions Details Search		
	Payments/Transfers ~			;)
Ξ	Remote Deposit (DLM)			/
	Enhanced Services ~	Date - Description - Amount		
凰	Administration ~	NOV 30 2019 INTEREST CREDIT - 0	<b>\$0.01</b> \$30.40	:
0	Locations	NOV 20 AUTOMATIC TRANSFER TRANSFER FROM ICS XXXXXX8161 - 0	\$30.24	:
<i>ې</i>	Settings ~	2019	\$30.39	•
0	Help	NOV 18 EBANKING TRANSFER REF 3220907L FUNDS TRANSFER FRM DEP XXX8832 FROM ONLINE 2019 FUNDS TRANSFER VIA - 0	<b>\$0.15</b> \$0.15	÷
G	Log Off	NOV 14 2019 AUTOMATIC TRANSFER TRANSFER TO ICS XXXXXXXX8161 - 0	(\$25.00) \$0.00	:
		NOV 13 2019 AUTOMATIC TRANSFER TRANSFER TO ICS XXXXXXXXX8161 - 0	<b>(\$5.24)</b> \$25.00	:
		NOV 13 EBANKING TRANSFER REF 3170953L FUNDS TRANSFER TO DEP XXX8832 FROM ONLINE	(\$0.04)	:





Cust	omers		Welcome bac	k, Peg D
View o	letails or a check image by click	ing '+' next to that transaction. Select 'Show Filters' for search options.		×
ជ	Home	< Back to Home		
	Messages	Test Acount \$30.40	\$30.	
	Reports	Last Updated: December 2, 2019 2:39 PM Current Balance	e Available E	Balance
Ξ	Statements	Transactions Details		
	Payments/Transfers V		≓ ¥	:
Ξ	Remote Deposit (DLM)			
	Enhanced Services 🗸 🗸	Q Search transactions		
8	Administration			
0	Locations	Date Description Amount		
ŝ	Settings ~	OCT 24 2019 AUTOMATIC TRANSFER TRANSFER FROM DEPOSIT SYSTEM ACCOUNT XXXXXX8832 - 0	\$0.03	:
0	Help	2019		•
G	Log Off	2019 AUTOMATIC TRANSFER TRANSFER FROM DEPOSIT SYSTEM ACCOUNT XXXXX8832 - 0	\$0.09	:
		OCT 21 2019 AUTOMATIC TRANSFER TRANSFER FROM DEPOSIT SYSTEM ACCOUNT XXXXX8832 - 0	\$6.06	:
		OCT 18 2019 AUTOMATIC TRANSFER TRANSFER FROM DEPOSIT SYSTEM ACCOUNT XXXXXX8832 - 0	\$0.03	:

6. The **Search** icon allows the user to search for specific transactions.

7. In the **Search Transactions** box, enter a transaction type, example Interest Credit and the results will automatically display.

Customers Bank Wetco										
View o	View details or a check image by clicking ** next to that transaction. Select 'Show Filters' for search options.									
ស៊	Home	< Back to Home								
	Messages	Test Acount \$30.40	\$30.4							
l	Reports	Last Updated: December 2, 2019 2:39 PM Current Balance	Available B	alance						
	Statements	Transactions Details								
	Payments/Transfers V	٩ =	<i>≓</i> ±	:						
	Remote Deposit (DLM)									
	Enhanced Services $\sim$	Q Interst Credit		×						
<u>∎</u>	Administration ~			_						
0	Locations	Date * Description * Amount *								
<u>نې</u>	Settings V	NOV 30 INTEREST CREDIT - 0	\$0.01	:						
?	Help	2019 Page totals: Credits: [1] \$0.01		•						
G	Log Off	· · · ·								





8. The **Filters** icon allows the user to filter on various categories.

Customer Bank Welcome ba								Welcome back, Peg D		
View	details or a check image by	clicki	ng '+' next to that trans	actio	n. Sele	ct 'Show Filters' fo	or search options.			×
ជ	Home		< Back to Home							
	Messages		Test Acou	nt						\$30.40 \$30.40
J	Reports		Last Updated: Decen	nber 2	2, 2019	2:39 PM				Current Balance Available Balance
Ξ	Statements		Transactions	De	tails					Filters
	Payments/Transfers									a <del>=</del> ≠ ± :
Ξ	Remote Deposit (DLM)									
	Enhanced Services		Time Period				Transaction Type		Description	
≞	Administration					$\sim$	$\sim$			
0	Locations		Min Amount		Max	Amount	Starting Check #		Ending Check #	
<u>نې</u>	Settings		\$ 0.00	to		0.00		to		
0	Help									
G	Log Off									Reset Apply Filters
										Apply Hiters

- Time Period use the drop-down menu to select a date range: Today, Yesterday, This Month or Custom Date
- Transaction Type use the drop drop-down menu to select Pending, Posted, Credits or Debits
- Description enter a transaction description for example: Checks
- **Min Amount** enter the minimum amount of the transaction(s) to search
- Max Amount enter the maximum amount of the transaction(s) to search
- Starting Check # enter the starting check number when searching for a range of checks
- Ending Check # enter the ending check number when searching for a range of checks
- 9. Select **Apply Filters**. The results of the search criteria will be displayed.

Custo	omers Bank			Welcome	e back, Peg D				
≡	Statements	Transactions Details							
	Payments/Transfers		٩	<b>∓</b> ≓ .	⊾ :				
≡	Remote Deposit (DLM)								
	Enhanced Services	Time Period Transaction Type Description							
	Administration	Contraction Debits Contraction							
0	Locations	Min Amount Max Amount Starting Check # Ending Check #							
<i>ي</i> ې	Settings	\$ 0.00 to \$ 0.00 to							
?	Help								
G	Log Off			Reset Ap	ply Filters				
		Date ~ Description *	Am	ount -					
		OCT 22 2019 AUTOMATIC TRANSFER TRANSFER TO DEPOSIT SYSTEM ACCOUNT XXXXXX8832 - 0							
		NOV 14 2019 AUTOMATIC TRANSFER TRANSFER TO ICS XXXXXXX8161 - 0		(\$25.00	) :				





Cust	Customers Bank Welcome back, Peg D								
View of	letails or a check image by clicki	ing '+' next to that transaction. Select 'Show Filters' for search options.		×					
ជ	Home	< Back to Home							
	Messages	Test Acount	\$30.40 \$30.4	40					
	Reports	Last Updated: December 2, 2019 2:39 PM	Eurrent Balance Available E	Balance					
Ξ	Statements	Transactions Details	Quick Transfer						
	Payments/Transfers ~			:					
Ξ	Remote Deposit (DLM)								
	Enhanced Services V	Date ^ Description ^	Amount ^						
且	Administration ~	NOV 30 2019 INTEREST CREDIT - 0	\$0.01 \$30.40	:					
0	Locations	NOV 20 AUTOMATIC TRANSFER TRANSFER FROM ICS XXXXXX8161 - 0	\$30.24	:					
<u>ي</u>	Settings ~	2019	\$30.39	·					
?	Help	NOV 18 EBANKING TRANSFER REF 3220907L FUNDS TRANSFER FRM DEP XXX8832 FROM ONLINE 2019 FUNDS TRANSFER VIA - 0	E \$0.15 \$0.15	:					
G	Log Off	NOV 14 2019 AUTOMATIC TRANSFER TRANSFER TO ICS XXXXXXX8161 - 0	(\$25.00) \$0.00	:					
		NOV 13 2019 AUTOMATIC TRANSFER TRANSFER TO ICS XXXXXXX8161 - 0	<b>(\$5.24)</b> \$25.00	:					
		NOV 13 EBANKING TRANSFER REF 3170953L FUNDS TRANSFER TO DEP XXX8832 FROM ONLINE	(\$0.04)	:					

10. Select the **Quick Transfer** icon to make a Book Transfer.

11. Enter the following information:

Qu	uick T	ransfer	>
From Account			
			$\sim$
To Account			
			$\sim$
Amount		Earliest Available	
	\$0.00	12/2/2019	
Advanced Options		Transfer Fund	ls

- From Account the account to take money from
- **To Account** the account to add money to
- Amount amount of funds to transfer
- Advanced Options this feature is optional and allows the users to add a memo, select a different effective date and/or setup a recurring transaction
- 12. Select Transfers Funds.





13. A confirmation pop up box will be displayed.



14. Select the **Export** icon to export the transaction data.

Customers Bank Wetco								
View	details or a check image by cli	king '+' next to that transaction. Select 'Show Filters' for search options.	×					
ស៊	Home	< Back to Home						
	Messages	Test Acount \$30.40	\$30.40					
JI	Reports	Last Updated: December 3, 2019 8:37 AM Current Balance	Available Balance					
	Statements	Transactions Details	Export					
	Payments/Transfers ~	् र ्	· · ·					
	Remote Deposit (DLM)		$\bigcirc$					
	Enhanced Services ~	Q Search transactions						
≞	Administration ~							
0	Locations	Date - Description - Amount -						
÷	Settings ~	NOV 30 INTEREST CREDIT - 0	\$0.01					
?	Help	2019	\$30.40					
G	Log Off	NOV 20 2019 AUTOMATIC TRANSFER TRANSFER FROM ICS XXXXXXXXXX8161 - 0	\$30.24 \$30.39					

15. Select the appropriate export type.

Custo	Customers Bank Welcome back, Peg							
View d	letails or a check image by click	ing '+' next to that transaction. Select 'Show Filters' for search options.	×					
ស៊	Home	< Back to Home						
	Messages	reserveoune	\$30.40 \$30.40					
J	Reports	Last Updated: December 3, 2019 8:55 AM Curr	rent Balance Available Balance					
	Statements	Transactions Details	Export					
	Payments/Transfers ~							
	Remote Deposit (DLM)		Spreadsheet (xls)					
	Enhanced Services V	Q Search transactions	Spreadsheet (csv)					
₿	Administration ~		Microsoft OFX (ofx)					
	Locations	Date Description	Quicken (qfx)					
<u>نې</u>	Settings ~	NOV 30 INTEREST CREDIT - 0	Quickbooks (qbo)					
?	Help	2019						
G	Log Off	NOV 20 2019 AUTOMATIC TRANSFER TRANSFER FROM ICS XXXXXXX8161 - 0	\$30.24 \$30.79					
		NOV 18 EBANKING TRANSFER REF 3220907L FUNDS TRANSFER FRM DEP XXX8832 FROM ONLINE 2019 FUNDS TRANSFER VIA - 0	\$0.15 \$0.15					
		NOV 14 2019 AUTOMATIC TRANSFER TRANSFER TO ICS XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	(\$25.00) \$0.00					





- Spreadsheet (xls) export to an excel spreadsheet
- Spreadsheet (csv) export in a CSV format
- Microsoft OFX (ofx) export to in OFX format
- Quicken (qfx) export to Quicken
- Quickbooks (qbo) export to QuickBooks
- 16. The following popup box will be displayed. Select **Open** to view the export or select **Save** to save to the appropriate drive.

Do you want to open or save AccountHistory.xls (17.1 KB) from digitalbanking.customersbank.com?	Open	Save -	Cancel	×
				<u> </u>

17. Select the **Options** icon to print the transactions.

Custo	omers		Welcome ba	:k, Peg D
View o	letails or a check image by click	ing '+' next to that transaction. Select 'Show Filters' for search options.		×
ស៊	Home	< Back to Home		
	Messages	Test Acount \$30.40	\$30.	
J	Reports	Last Updated: December 3, 2019 8:55 AM Current Bala	nce Available	Balance
	Statements	Transactions Details		otions
8	Payments/Transfers ~	् २ च		:
	Remote Deposit (DLM)			- <b>/</b>
	Enhanced Services $\sim$	Q Search transactions		
A	Administration ~			
0	Locations	Date - Description - Amount		
<u>ې</u>	Settings ~	NOV 30 INTEREST CREDIT - 0	\$0.01	
?	Help	2019 INTEREST CREDIT - 0	\$30.40	:
G	Log Off	NOV 20 2019 AUTOMATIC TRANSFER TRANSFER FROM ICS XXXXXXX8161 - 0	\$30.24 \$30.39	:
		NOV 18 EBANKING TRANSFER REF 3220907L FUNDS TRANSFER FRM DEP XXX8832 FROM ONLINE 2019 FUNDS TRANSFER VIA - 0	<b>\$0.15</b> \$0.15	:
		NOV 14 2019 AUTOMATIC TRANSFER TRANSFER TO ICS XXXXXXX8161 - 0	(\$25.00) \$0.00	:

18. Select **Print** and then select the appropriate printer option.

Custo	omers Bank		Welcon	ne back, Peg D
View d	letails or a check image by click	ing '+' next to that transaction. Select 'Show Filters' for search options.		×
ជ	Home	< Back to Home		
	Messages			30.40
J	Reports	Last Updated: December 3, 2019 8:55 AM Curr	rent Balance Availa	able Balance
	Statements	Transactions Details		Options
8	Payments/Transfers v			
	Remote Deposit (DLM)		Print	-1.1
	Enhanced Services V	Q Search transactions		
8	Administration ~		$\sim$	
0	Locations	Date - Description -	Amount	
<u>نې</u>	Settings ~	NOV 30 INTEREST CREDIT - 0	\$0.0	01 .
?	Help	2019	\$30.	40
G	Log Off	NOV 20 2019 AUTOMATIC TRANSFER TRANSFER FROM ICS XXXXXXX8161 - 0	\$30.2 \$30.	
		NOV 18 EBANKING TRANSFER REF 3220907L FUNDS TRANSFER FRM DEP XXX8832 FROM ONLINE 2019 FUNDS TRANSFER VIA - 0	<b>\$0.</b> \$0.	
		NOV 14 2019 AUTOMATIC TRANSFER TRANSFER TO ICS XXXXXXX8161 - 0	<b>(\$25.0</b> \$0.	





- Customers Welcome back, Peg D Transactions Details द = ≓ ± : Q Search transactions ≞ Administration Date Description Locations Amount 중 Settings NOV 30 2019 INTEREST CREDIT - 0 Options Toggle Details NOV 20 2019 AUTOMATIC TRANSFER TRANSFER FROM ICS XXXXXXX8161 - 0 Print NOV 18 EBANKING TRANSFER REF 3220907L FUNDS TRANSFER FRM DEP XXX8832 FROM ONLINE 2019 FUNDS TRANSFER VIA - 0 \$0.15 (\$25.00) NOV 14 AUTOMATIC TRANSFER TRANSFER TO ICS XXXXXXX8161 - 0 ÷ \$0.00 NOV 13 2019 AUTOMATIC TRANSFER TRANSFER TO ICS XXXXXXX8161 - 0 (\$5.24) \$25.00 ÷ NOV 13 EBANKING TRANSFER REF 3170953L FUNDS TRANSFER TO DEP XXX8832 FROM ONLINE 2019 FUNDS TRANSFER VIA - 0 (\$0.04) \$30.24 ÷ NOV 7 EBANKING TRANSFER REF 3111533L FUNDS TRANSFER TO DEP XXX8832 FROM ONLINE (\$0.03)
- 19. Select the ellipses next to each transaction for additional options.

- Toggle Details expands to provide additional details on each transaction
- **Print** print the transaction





### **Naming Groups of Accounts**

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen.
- 2. Select the pencil next to **Accounts**.

Cust	omers Bank					Welcome ba Last login 12/02/2019 a	
Click a	an account tile to view details a	ind transaction history.					×
ដា	Home	Home			Ģ	Transfer Money Now	>
	Messages	Home			ιĘi		
ul	Reports	ACCOUNTS 🖉			^		
≡	Statements		.		•		
⊟	Payments/Transfers ~	Statement Savings Available Balance Current Balance	\$1.18 \$1.18	Test Acount Available Balance Current Balance	\$30.40		
=	Remote Deposit (DLM)	Current Balance	\$1.18	Current Balance	\$30.40		
	Enhanced Services ~	Checking Available Balance	\$330,015.81	CML LETTER CREDIT Current Balance	\$0.00		
	Administration $\checkmark$		\$330,015.81	current buturee	20.00		
0	Locations	CML CONSTRUCTION	:	CML LETTER CREDIT	:		
<u>ي</u>	Settings ~	Current Balance	\$1,194,020.23	Current Balance	\$0.00		
?	Help						
G	Log Off	CML LINE Current Balance	\$15,000.00	CML LINE Current Balance	\$331,997.87		
		CML LINE Current Balance	\$107,362.64	CML MULTI-FAM HFS Current Balance	\$3,218,065.48		

3. Enter the name of the group and select the checkmark.

Cust	omers Bank					Welcome ba Last login 12/03/2019 d	
Click a	an account tile to view details	and transaction history.					×
ស៊	Home	Home			ą	Transfer Money Now	
	Messages	Home					
a	Reports	Accounts			$  k \checkmark \rangle$		
≡	Statements						
	Payments/Transfers	Statement Savings Available Balance	<b>:</b> \$1.18	Test Acount Available Balance	: \$30.40		
≡	Remote Deposit (DLM)	Current Balance	\$1.18	Current Balance	\$30.40		
	Enhanced Services	Checking Available Balance	\$330,015.81	CML LETTER CREDIT	\$0.00		
≞	Administration		\$330,015.81	Current Balance	30.00		
0	Locations	CML CONSTRUCTION	:	CML LETTER CREDIT	:		
<u>ين</u> ي:	Settings		\$906,427.23	Current Balance	\$0.00		
?	Help						
G	Log Off	CML LINE Current Balance	\$15,000.00	CML LINE Current Balance	\$331,997.87		
		CML LINE Current Balance	\$107,362.64	CML MULTI-FAM HFS Current Balance	\$3,218,065.48		





### **Placing Accounts in Groups**

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen.
- 2. Select an account and begin to drag it anywhere on the page until the file folder appears at the bottom of the page.

Cust	omers Bank				Welcome ba Last login 12/03/2019 a	
Click	an account tile to view details	nd transaction history.				×
ស៊	Home	Home		ā	Transfer Money Now	
	Messages	Home		(F)		
l	Reports	Accounts		$\times$ $\checkmark$ $\land$		
	Statements			,		
	Payments/Transfers ~		Test Acount Available Balance Current Balance	\$30.40 \$30.40		
	Remote Deposit (DLM)		Current Balance	\$30.40		
	Enhanced Services ~	Checking Available Balance \$330,015.81	CML LETTER CREDIT Current Balance	\$0.00		
₿	Administration ~	Current Balance \$330,015.81	current bulance	20.00		
0	Locations	CML CONSTRUCTION	CML LETTER CREDIT	:		
<u>نې</u>	Settings ~	Current Balance \$906,427.23	Current Balance	\$0.00		
?	Help					
G	Log Off	CML LINE Current Balance \$15,000.00	CML LINE Current Balance	:		
		CML LINE : Current Balance \$107,362.64	CML MULTI-FAM HFS Current Balance	\$3,218,065.48	$\mathcal{I}$	

3. The **New Group** box will appear at the bottom of the list of accounts.

Customers				Welcome back, Peg D Last login 12/03/2019 at 8:55 AM
	New Group	)	$\rightarrow$ $\checkmark$ $\land$	
	CML LETTER CREDIT Current Balance	\$0.00		
	ACCOUNT SUMMARY		^	
	Assets Debts	Checking		
	\$330.047 Total Assets	Available Balance Current Balance View Transactions	99.99% \$330,015.81 \$330,015.81	
		< Previous	Next >	

- 4. In the **New Group** box create a group name and select the checkmark.
- 5. To add more accounts to an existing group, select an account and drag to the appropriate group heading.





### Messages

#### The Messages tab allows the users to view messages and alerts.

1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Messages** tab from the left-hand navigation to view messages and alerts.

			Welcome back, Peg D
ation' to securely send a message or a	ittachment.		>
Conversations			
Security Alert Notification: Invalid Pas Security Alerts - Do Not Reply		ECURITY ALERT NOTIFICATION: IN	NVALID PASSWORD
Security Alert Notification: Invalid I Security Alerts - Do Not Reply	Pass 8:39 am	This message should never expire	ê 🗇
Security Alert Notification: Recipier	nt Ad		
Security Alerts - Do Not Reply 10/	30/2019	Security Alerts - Do Not Reply	10/31/2019 - 8:39 AM
Security Alert Notification: Wire Tra	insf	This is your requested security alert notification	
Security Alerts - Do Not Reply 10/	30/2019		
Security Alert Notification: Wire Tra	insf	On 10/31/2019 8:39 AM, an invalid password for Internet channel.	r your login ID was submitted for Peg D in the
Security Alerts - Do Not Reply 10/	30/2019	If you suspect fraudulent activity, please contact	t us during business hours. As this is an
Security Alert Notification: Outgoin	g AC	automated notification, please do not reply to th	his message.
	30/2019		
Security Alert Notification: User Ro	e Ch		
	30/2019		
Security Alert Notification: User Ro	e Ch		
	30/2019		
Security Alert Notification: Compar	v Po		
•	30/2019		
Security Alert Notification: Compar	y Po		
Security Alerts - Do Not Reply 10/	30/2019		
Delete multiple 1 - 10 of 12	$\rightarrow$		

- 2. Select a message to view the details.
- 3. Select the trash can in the upper right-hand corner to delete an individual message.
- 4. Select **Delete Multiple** from the bottom left-hand corner to delete multiple message.

Note: Please do not select the pencil icon to send a secure message. This feature is currently not available.





### Reports

#### The reports module allows users to run various types of reports.

1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Reports**.

Cust	omers Bank		Welcome back, Peg D
ស៊	Home	Reports Q- Search	
	Messages		
	Reports	Results Filters: All Private Shared	+ New Report
≡	Statements	There are no reports to display	
	Payments/Transfers ~		
	Remote Deposit (DLM)		
	Enhanced Services V		
	Administration $\sim$		
0	Locations		
<u>ې</u>	Settings ~		
?	Help		
G	Log Off		

2. Once reports have been created users can use the **Search** field to search for specific reports.

Cust	omers				Welcome back, Peg D
ភ	Home	Reports		Q Search	
	Messages				
l	Reports	Results Filters: All Priv	vate Shared		+ New Report
=	Statements	Name ~	Current Day	Previous Day(s)	Online Banking Activity
•	Payments/Transfers ~	ACH Activity Report - Curre	ACH Activity Report - Current Day	ACH Activity Report - Previous Day(s)	ACH Online Origination
=	Remote Deposit (DLM)		Balance and Activity Statement - Current Day	Balance and Activity Statement -	ACH Passthru File Uploads
	Enhanced Services V	4	Wire Transfer Report - Current	Previous Day(s)	Company User Activity Report
_			Day	Cash Position - Previous Day(s)	Wire Online Origination
₿	Administration ~	_		Checks Paid Report - Previous	
0	Locations			Day(s)	
-{(j})	Settings ~	-		Wire Transfer Report - Previous Day(s)	
0	нер				
G	Log Off				
		-			
		-			
		-			
		-			

3. Select + New Report a list of reports entitled to each user will be displayed.

- ACH Activity Report Current Day allows the user to run a report on Current
   Day ACH activity
- Balance and Activity Statement Current Day allows the user to run a report
   on Current Day activity
- User Defined Report Current Day allows the user to select the transaction types to display in report





- ACH Activity Report Previous Day(s) allows the user to run a report on Previous Day ACH activity
- Balance and Activity Statement Previous Day(s) allows the user to run a report on Previous Day activity
- User Defined Report Previous Day allows the user to select the transaction types to display in report
- Cash Position Previous Day(s) allows the user to run a report to display balance and transaction activity with closing cash position information
- Check Paid Report Previous Day(s) allows the user to run a report of paid checks
- ACH Online Origination allows the user to run a report of ACH transactions originated in Business Online Banking
- ACH Passthru File Uploads allows the user to run a report of ACH Passthru files that have been uploaded into Business Online Banking
- Company Entitlement Report allows the user to run a report of user entitlements
- **Company User Activity Report** allows the user to run a report to show limited user activity within Business Online Banking

### *Note: Audit reports must be requested from the bank.*

- Wire Online Origination allows the user to run a report of Wire Transfers originated in Business Online Banking
- Check Disbursement Report this allows customer setup on Controlled Disbursement to see checks that will post to their account(s) today
- 4. Select the appropriate report type.





5. Complete the fields for each type of report.

Cust	omers Bank	v	Velcome back, Peg D
	Messages	This report will generate the following file formats: PDF, CSV Ch	ange report type
l	Reports	Do you want this report to be private or shared?	
	Statements	O Private	
8	Payments/Transfers	Shared	
	Remote Deposit (DLM)	What do you want to name the report?	
	Enhanced Services	·	
8	Administration	What account(s) do you want to include?	
0	Locations	All Accounts (3)	
<u>ې</u>	Settings	Select specific account(s)	
?	Help	How often do you want this report to run?	
G	Log Off	On Demand	
		<ul> <li>Every Business Day</li> </ul>	
		<ul> <li>Every Calendar Day</li> </ul>	
		O Weekly	
		Monthly	
		Cancel Create and Rur Create	

- 6. Select **Create and Run** to create and run the report immediately or **Create** to run the report at another time.
- 7. A confirmation pop up box will be displayed.



8. A list of reports will then be displayed on the main **Reports** tab page.

Custo	omers Bank					Welcome back, Peg D
бì	Home	Reports		٩	Search	
	Messages	Kepolio				
J	Reports	Results Filters: All Private Shared				+ New Report
≡	Statements	Name -	Last Run 🗅	Downloa	ad Type ^	Actions
0	Payments/Transfers 🗸 🗸	ACH Activity Report - Previous Day	Never Run		ACH Activity Report - Previous Day(s)	
	Remote Deposit (DLM)	ACH Activity Report – Current Day	Never Run		ACH Activity Report - Current Day	$\sim$
	Enhanced Services $\sim$		increasing and a		nem englisport current sug	•
	Administration ~	ACH Online Origination	Never Run		ACH Transactions originated in Online Banking	:
0	Locations	🟠 ACH Passthru File Uploads	Never Run		ACH Passthru File Uploads Report	:
ŝ	Settings ~	Balance and Activity Statement - Current Day	Never Run		Balance and Activity Statement - Current Day	
?	Help	Balance and Activity statement - Current Day	Never kun		Balance and Activity Statement - Current Day	:
ŀ	Log Off	Balance and Activity Statement - Previous Day	Never Run		Balance and Activity Statement - Previous Day(s)	:
		☆ Cash Position - Previous Day	Never Run		Cash Position - Previous Day(s)	:
		Checks Paid Report - Current Day	Never Run		Checks Paid Report - Current Day	:





Custo	omers Bank					Welcome back, Peg
ជ	Home		Reports		Search	
	Messages	- '	(epoils		- Jearch	
JU	Reports	R	Results Filters: All Private Shared			+ New Repor
	Statements		Name 🕆	Last Run 🄶 Do	ownload Type ^	Actions
	Payments/Transfers	~	🟠 ACH Activity Report - Previous Day	Never Run	ACH Activity Report - Previous Day(s)	Actions
	Remote Deposit (DLM)		ACH Activity Report – Current Day	Never Run	ACH Activity Report - Current Day	View History
	Enhanced Services	~			, in the any report carrier bay	Run Now
≞	Administration	~	☆ ACH Online Origination	Never Run	ACH Transactions originated in Online Bar	Edit
0	Locations		🟠 ACH Passthru File Uploads	Never Run	ACH Passthru File Uploads Report	Сору
<u>نې</u>	Settings	~ -				Delete
?	Help		A Balance and Activity Statement - Current Day	Never Run	Balance and Activity Statement - Current	•
G	Log Off		A Balance and Activity Statement - Previous Day	Never Run	Balance and Activity Statement - Previous	Days
			☆ Cash Position - Previous Day	Never Run	Cash Position - Previous Day(s)	:
			Checks Paid Report - Current Day	Never Run	Checks Paid Report - Current Day	:

9. Select the ellipses next to each report for report options.

- View History allows the user to see when the reports were run
- Run Now allows the user to run the report on demand
- Edit allows the user to edit the report criteria
- Copy allows the user to copy the report criteria
- **Delete** allows the user to delete the report

#### 10. Select Run Now.

Run Repo Your report ran succe	
Close	





11. The status of the report will be displayed.

Note: You may need to refresh the page once or twice before the viewing option(s) is displayed.

Custo	omers Bank				Cr.	Welcome back, Peg D	
ŵ	Home	Reports		9	Search		
	Messages	Reports					
<b>u</b> l	Reports	Results Filters: All Private Shared				+ New Report	
=	Statements	Name -	Last Run 🗠	Download	Туре ~	Actions	
	Payments/Transfers 🗸 🗸	☆ ACH Activity Report - Previous Day	12/3/2019	In Progres	s ACH Activity Report - Previous Day(s)	:	
≡	Remote Deposit (DLM)	ACH Activity Report - Current Day	12/3/2019	In Progres	s ACH Activity Report - Current Day	:	
	Enhanced Services V		121512015				
凰	Administration ~	ACH Online Origination	12/3/2019	PDF   CSV	ACH Transactions originated in Online Banking	:	
0	Locations	☆ ACH Passthru File Uploads	12/3/2019	Queued	ACH Passthru File Uploads Report	:	
ŝ	Settings ~						
?	Help	A Balance and Activity Statement - Current Day	12/3/2019	In Progres	s Balance and Activity Statement - Current Day	:	
G	Log Off	Balance and Activity Statement - Previous Day	12/3/2019	In Progres	s Balance and Activity Statement - Previous Day(s)	:	
		☆ Cash Position - Previous Day	12/3/2019	In Progres	s Cash Position - Previous Day(s)	:	
		☆ Checks Paid Report - Current Day	12/3/2019	In Progres	s Checks Paid Report - Current Day	:	

- 12. Select **PDF**, **CSV** or **BAI** depending on the report display options to review the report.
  - **PDF** allows the user to view a printable report
  - **CSV** allows the user to view and save the information in Excel in a Comma Separated Value format
  - BAI allows the users to view and save the information in BAI format





### Statements

The Statement tab allows users with the proper entitlements to view Online Bank Statements, Loan Statements and Analysis Statements.

1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select **Statements**.

Cust	tomers Bank		Welcome back, Peg D Last login 01/08/2020 at 3:22 PM
Click	an account tile to view details a	nd transaction history.	×
ជា	Home	Home	لم Your Personal Banker
	Messages		(gene
•	Reports	ACCOUNTS 🖉	Jake Danielski idanielski@cbpcb.com
Ξ	Statements ^	Current: \$5,871,661.39 💮	Cell Ph: (631) 921-9522
$\leq$	ViewEDocuments	BUSINESS ANALYSIS         BUSINESS ANALYSIS           Available Balance         \$1,917,782.52         Available Balance         \$1,917,782.52           Current Balance         \$1,917,782.52         Available Balance         \$1,917,782.52	Fax: (631) 921-9522 2.52
	Payments/Transfers ~		101 Park Avenue Suite 1101.
≡	Remote Deposit (DLM)	Test Account : Checking Available Balance \$30.24 Available Balance \$349.63	New York, NY - 10178
	Enhanced Services ~	Available Balance \$30,24 Available Balance \$349,63 Current Balance \$30.24 Current Balance \$349,63	
≞	Administration ~	SMALL BUSINESS CHECK : CML LETTER CREDIT	:
0	Locations	Available Balance \$72,019.00 Loan Available Balance 29250	0.00
<i>{</i> 63	Settines ~		

- 2. Select View EDocuments.
- 3. Select an **Account** from the drop-down menu.

Cust	omers Bank						Welcome back	:, Peg D
ជ	Home							
	Messages		eDocuments					
	Reports		This page allows you to view any a To select a document/statement: 5			-	r the eDocuments you would like to view	
≡	Statements	^	and select Continue. ACCOUNT *		START DATE *		ID DATE *	
	ViewEDocuments		Select Account	$\sim$				
	Payments/Transfers	~	* - Indicates required field				Continue	
≡	Remote Deposit (DLM)							
	Enhanced Services	~						
≞	Administration	~						
0	Locations							
٩	Settings	~						
?	Help							
₽	Log Off							

- 4. Use the calendar icons to select the **Start Date** and **End Date** statement period.
- 5. Select **Continue**.





6. Select the **Document Type** from the drop-down menu.

Cust	tomers					Welcome back, F
ស៊	Home					
	Messages	eDocuments				
	Reports	This page allows you to view any available el To select a document/statement: Select the s	,		for the eDo	cuments you would like to view
=	Statements ^	and select Continue. ACCOUNT *	START DATE *		END DATE *	
	ViewEDocuments	Test Account	·			
	Payments/Transfers V	Available eDocuments				
≡	Remote Deposit (DLM)	Choose the Document DOCUMENT TYPE *		DOCUMENT *		
	Enhanced Services ~	Statements	$\sim$	Select Document		$\sim$
▦	Administration ~	* - Indicates required field		Reset		View Document
0	Locations					
£)}	Settings ~					
?	Help					
G	Log Off					

- 7. Select the **Document** from the drop-down menu.
- 8. Select **View Document** and a PDF version of the statement will be displayed.





### **Payments/Transfers**

### Payment Hub

The Payment Hub is where all drafted, processed or rejected online originated transaction will be displayed. The Payment Hub is also where users setup with dual approval will approve transactions.

### Single Transactions

1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** heading then select **Payment Hub**.

Custo	omers Bank						Welcome back	c, Peg D			
All act	tivity performed via Online Bank	ing will be displayed here	e. Use 'Show Filters'	for additional search and navi	gation options.			×			
ស៊	Home	Payments I	ayments Hub								
	Messages	raymentsi									
u	Reports	Single Transactions	gle Transactions Recurring Transactions								
	Statements	Search transaction	Search transactions 쇼 급 보 후								
	Payments/Transfers ^						2				
	Payments Hub	Created date -	Status -	Approvals	Transaction Type –	Account -	Amount -	$\neg$			
		12/5/2019	Cancelled	N/A	ACH Batch - Tracking ID: 12885	Statement Savings	\$0.03	:			
	ACH Pass-Thru Book Transfer	12/2/2019	Processed	1 of 1	Domestic Wire - Tracking ID: 12369	Test Acount	\$0.01				
	Recipients	12/2/2019	Authorized	1 of 1	Domestic Wire - Tracking ID: 12368	Test Acount	\$0.01	:			
	Stop Payment	11/26/2019	Drafted	0 of 1	Domestic Wire - Tracking ID: 11558	Test Acount	\$0.01	:			
	Tax Payment Wire Activity	11/26/2019	Drafted	0 of 1	Domestic Wire - Tracking ID: 11557	Test Acount	\$0.01	:			
	Remote Deposit (DLM)	11/26/2019	Authorized	1 of 1	Domestic Wire - Tracking ID: 11556	Test Acount	\$0.01	:			
	Enhanced Services V										

- 2. A list of transactions in various status will be displayed. Users setup with dual approval entitlements to approve ACH, Account Transfers and/or Wire Transfers may approve all transactions from this screen.
  - Authorized transaction has been approved and waiting to be processed by bank
  - Cancelled the transaction has been deleted
  - **Drafted** the transaction is waiting to be approved
  - Processed the transaction has been processed by the bank and additional details may be available. Example: The IMAD/Fed Reference number will be available once a transaction is in a status of Processed.





3. Select the box next to the dollar amount, select the ellipses next to each transaction for options.

Custo	omers								Welcome back, Peg D			
All act	ivity performed via Online Ban	king	will be displayed here	Use 'Show Filters'	for additional sear	th and na	vigation options.		×			
ស៊	Home	Payments Hub										
	Messages	ľ	ayments i									
l	Reports	-	Single Transactions	gle Transactions Recurring Transactions								
	Statements	ľ	Search transaction	Saarch transactions								
	Payments/Transfers ^								☆ ⊜ ⊻ =			
	Payments Hub		Created date +	Status -	Approvals		Transaction Type 🤟	Account -	Amount -			
	ACH/Wire		12/9/2019	Drafted	0	of 1	Domestic Wire - Tracking ID: 13067	Test Acount	\$0.0 Actions			
	ACH Pass-Thru Book Transfer	ľ	12/5/2019	Cancelled	١	1/A	ACH Batch - Tracking ID: 12885	Statement Savings	Toggle Details			
	Recipients		12/2/2019	Processed	1	of 1	Domestic Wire - Tracking ID: 12369	Test Acount	Approve			
	Stop Payment	ľ	12/2/2019	Authorized	1	of 1	Domestic Wire - Tracking ID: 12368	Test Acount	Сору			
	Tax Payment Wire Activity		11/26/2019	Drafted	0	of 1	Domestic Wire - Tracking ID: 11558	Test Acount	Print Details			
	Remote Deposit (DLM)	í					Domestic Wire -					
_								Credit	s: [0] \$0.00   Debits: [0] \$0.00			

- **Toggle Details** view details of the transaction
- **Approve** approve the transaction

Note: ACH Transaction must be approved a least one day prior to the effective. If creating Same Day batches, the transactions must be drafted and authorized the same day as the effective date.

- Cancel delete the transaction
- **Copy** copy or edit transaction
- **Print Details** print information on transaction
- 4. Users setup with dual approval will see the **Secure Access Token Required** box displayed. Turn on your security token or access your Symantec App to get the access code. Enter the code in the box.

$\bigcirc$	×
Secure Access Token Required	
A secure access code is required to authorize this transaction. Please enter it below.	
Enter token	
Cancel Verify	

5. Select Verify.





6. A confirmation pop up box will be displayed.



### **Recurring Transactions**

7. Under the **Payments/Transfers** heading select **Payment Hub**, then select **Recurring Transactions** from the under the page heading.

Custo	omers Bank						Welcome back	k, Peg D		
All acti	vity performed via Online Banki	ng will be displayed her	e. Use 'Show Filters'	for additional search and nav	rigation options.			×		
ŝ	Home	Payments	Hub							
	Messages	Fayments	ayments Hub							
	Reports	Single Transaction	s Recurring T	ransactions						
	Statements	Search transaction	9 Search transactions							
	Payments/Transfers ^									
	Payments Hub	Created date -	Status –	Approvals	Transaction Type –	Account -	Amount -			
	ACH/Wire	12/5/2019	Cancelled	N/A	ACH Batch - Tracking ID: 12885	Statement Savings	\$0.03	:		
	ACH Pass-Thru				Domestic Wire -	_				
	Book Transfer	12/2/2019	Processed	1 of 1	Tracking ID: 12369	Test Acount	\$0.01	:		
	Recipients	12/2/2019	Authorized	1 of 1	Domestic Wire - Tracking ID: 12368	Test Acount	\$0.01	:		
	Stop Payment	11/26/2019	Drafted	0 of 1	Domestic Wire - Tracking ID: 11558	Test Acount	\$0.01	:		

8. A list of transactions in various status will be displayed. Users setup with dual approval entitlements to approve ACH, Account Transfers and/or Wire Transfers may approve all transactions from this screen.

Custo	omers						Welcome ba	ack, Peg D		
All acti	ivity performed via Online Banl	king will be displayed here. U	Jse 'Show Filters' for addi	itional search and naviga	ation options.			×		
ŵ	Home	Payments H	ayments Hub							
	Messages	Fayments n								
l	Reports	Single Transactions	ingle Transactions Recurring Transactions							
	Statements						상 급 포	Ŧ		
	Payments/Transfers ^						α 1			
	Payments Hub	Created date 🗸	Status -	Approvals	Transaction Type 🗟	Account	Amount -			
	ACH/Wire	11/25/2019	Drafted	0 of 1	Funds Transfer - Tracking ID: 11337	Test Acount	\$0.01	:		
		-								
	Book Transfer									
	Recipients									





- 9. Select the box next to the dollar amount, select the ellipses next to each transaction for options.
  - Toggle Details view details of the transaction
  - **Approve** approve the transaction

Note: ACH Transaction must be approved a least one day prior to the effective. If creating Same Day batches, the transactions must be drafted and authorized the same day as the effective date.

- Cancel delete the transaction
- Copy copy or edit transaction

Note: You must select a processing data in order to Draft or approve the copied transaction.

- **Print Details** print information on transaction
- 10. Users setup with dual approval will see the **Secure Access Token Required** box displayed. Turn on your security token or access your Symantec App to get the access code. Enter the code in the box.

(j)	~
Secure Access Token Required	
A secure access code is required to authorize this transaction. Please enter it below.	
Enter token	
Cancel Verify	

- 11. Select Verify.
- 12. A confirmation pop up box will be displayed.







### **Approve Multiple Transactions**

13. Under the **Payments/Transfers** heading select **Payment Hub**, select the checkboxes next to the transactions to be approved.

Cust	omers Bank						Welcor	me back, Peg D
All ac	tivity performed via Online Bank	king will be displayed h	ere. Use 'Show	v Filters' for a	dditional search and navigation optio	15.		>
ជា	Home	Payments	Hub					
	Messages							
u	Reports	Single Transacti	ons Recu	rring Trans	actions			
=	Statements	Search transa	ctions				☆ <b>⊖</b>	* =
	Payments/Transfers ^						- N	
	Payments Hub	Created date	Status -	Approvals	Transaction Type -	Account -	Amount -	:
	ACH/Wire	12/30/2019	Drafted	0 of 1	ACH Batch - Tracking ID: 12454	Statement Savings	\$0.22	✓ :
	ACH Pass-Thru	12/30/2019	Drafted	0 of 1	ACH Collection - Tracking ID: 12453	Statement Savings	\$0.06	
	Bill Pay	12/30/2019	Authorized	1 of 1	ACH Collection - Tracking ID: 12452	Statement Savings	\$0.13	
	Book Transfer	12/30/2019	Autohized	1011	Acti collection - fracking ID: 12452	Statement Savings	90.15 L	- :
	Recipients	12/30/2019	Drafted	0 of 1	Funds Transfer - Tracking ID: 12451	Test Acouni	\$0.03 [	

14. Select the ellipsis at the top of the last column.

Cust	Customers Bank Welcome back, Pe									
All activity performed via Online Banking will be displayed here. Use 'Show Filters' for additional search and navigation options.										
ជ	Home	Payments Hub Single Transactions Recurring Transactions								
	Messages									
	Reports									
	Statements	R Search transactions								
8	Payments/Transfers ^									
	Payments Hub	Created date 🚽	Status -	Approvals	Transaction Type	Account	Hount - Actions			
	ACH/Wire	12/30/2019	Drafted	0 of 1	ACH Batch - Tracking ID: 12454	Statement Savings	Approve Selected			
	ACH Pass-Thru	12/30/2019	Drafted	0 of 1	ACH Collection - Tracking ID: 12453	Statement Savings	Cancel Selected			
	Bill Pay						Print Selected Details			
	Book Transfer	12/30/2019	Authorized	1 of 1	ACH Collection - Tracking ID: 12452	Statement Savings				
	Recipients	12/30/2019	Drafted	0 of 1	Funds Transfer - Tracking ID: 12451	Test Acount	\$0.05			
	Stop Payment	12/30/2019	Drafted	0 of 1	Funds Transfer - Tracking ID: 12450	Test Acount	\$0.02			
	Tax Payment	12/20/2010	Concelled	B1/4	ACI Dese These Transition (D. 13440)		\$140.765.41			
	Wire Activity	12/30/2019	Cancelled	N/A	ACH Pass Thru - Tracking ID: 12449		\$140,765.41			
	Remote Deposit (DLM)	12/30/2019	Cancelled	N/A	ACH Pass Thru - Tracking ID: 12448		\$1,017.76			
	Enhanced Services V	12/30/2019	Authorized	1 of 1	ACH Batch - Tracking ID: 12447	Statement Savings	\$0.09			

- 15. Select the appropriate action:
  - Approved Selected will approve multiple transactions with one approval code

Note: ACH Transaction must be approved a least one day prior to the effective. If creating Same Day batches, the transactions must be drafted and authorized the same day as the effective date.

- Cancel Selected delete multiple transactions
- Print Selected print the details on the selected transactions





16. A confirmation pop up box will display.



#### 17. Select Confirm.

18. Users setup with dual approval will see the **Secure Access Token Required** box displayed. Turn on your security token or access your Symantec App to get the access code. Enter the code in the box.

C	;		
C	U		
Secure Access Token Required			
A secure access code is required to authorize this transaction. Please enter it below.			
Enter token			
Cancel	Verify		
Cancer	verity		

- 19. Select Verify.
- 20. A confirmation pop up box will be displayed.







### ACH/Wire

The ACH/Wire tab allows users with the proper entitlements to create ACH and/or Wire Transfers.

1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** heading then select **ACH/Wire**.

Note: Recipients must be created before transactions can be created. Please refer to the Recipients section of this guide for step by step instructions for setting up Recipients.

Custo	Customers Bank Welcome back, Peg C							
۲	Home	ACHAWine						
	Messages							
l	Reports	New Payment						
	Statements							
	Payments/Transfers ^	+ Create Terr	iplate					
	Payments Hub	27 Results Filters: All ACH Collection Batch ACH Payments Batch Domestic Wire International Wire Single ACH Payment						
	ACH/Wire	Name ^ Type ^ Recipients ^ Last Paid Date ^ Last Paid Amount ^ ø	Actions					
	ACH Pass-Thru							
	Book Transfer	☆ Addenda test Single ACH Payment (CCD) 1	:					
	Recipients	☆ c Single ACH Payment (PPD) 1	:					
	Stop Payment							
	Tax Payment	☆ Finoff International Domestic Wire 1	:					
	Wire Activity	☆ Incentives Domestic Wire 1	÷					
	Remote Deposit (DLM)	☆ Intl 2 testing targe Domestic Wire 1	:					
	Enhanced Convices							

2. Once batches are created, they will display.

Note: Conversion customers will have their batches from the old Business Online Banking platform automatically populated on this screen.

#### **New Payment - ACH**

- 3. Select New Payment.
- 4. Select the appropriate payment type.

New Payment						
АСН	Wire Transfers					
ACH Collection Batch	Domestic Wire					
ACH Payments Batch	International Wire					
Payroll						




- ACH Collection Batch allows the user to create an ACH Batch to collect money from businesses or people
- ACH Payments Batch allows the user to create an ACH Batch to make
   payments to businesses or people
- 5. Complete the screen for all required information.

Cust	omers					Wel	come back, Peg D
公 2	Home	ACH Collection Batch Cha	nge Type			U	bload From File
	Reports	Origination Details					
≡	Statements 🗸	SEC Code 💿	To Company ID	Ad	ccount		
	Payments/Transfers ^	·····Select a SEC Code····· 🗸	ABC Company ******8887		Q Search by name	or number	
	Payments Hub	Effective Date	Recurrence				
	ACH/Wire	Ē	None				
	ACH Pass-Thru						
	Bill Pay	Recipients (1)	Filters: All Pre-Notes	Sector Contraction of the sector of the s	s in collection		:
	Book Transfer	+ Add multiple recipients					
	Recipients	Recipient/Account	Amount				
	Stop Payment	Recipient/Account	Amount				
	Wire Activity	Search by name or account.	\$0.00				:
≡	Remote Deposit (DLM)		+ Add another recip				
且	Administration ~		+ Add another recip	pient			
0	Locations						
<u>ين</u>	Settings ~	\$0.00 1 collections (1 for \$0.00)			Cancel	Draft	Approve

• Select a SEC Code

•

- > **PPD** to pay or collect from a person
- CCD to pay or collect from a business
- **To Company ID** this is the tax id number you want associated with the batch. One tax id number is attached to one offsetting account number. If only one tax id number is setup the company information will automatically populated.
- Account this is the offsetting account number for the batch
- Effective Date the date the payment or collection is due to post to the recipient's account

Note: To create a Same Day ACH transaction select the current day's date. The following pop up box will be displayed. Selected Agree to continue.

PRO	CESS CONFIRMAT	ION
Same-Day	ACH processing conf	
By clicking "agree", you ackr agree to pay a p	nowledge this transaction a notential fee for the expedit	
	Cancel	Agree

Note: The Find recipients in search field is to search for a recipient once it is added to the batch.





- **Recurrence** allows the user to setup batch(es) to recur on a specific date(s)
- 6. Under the **Recipient/Account** section click on the **Search by name or account** field and a list of recipients will be displayed.

Cust	omers Bank				Welcome back, Peg D
	Reports	Origination Details			
≡	Statements	SEC Code ③		To Subsidiary	Account
8	Payments/Transfers	····Select a SEC Code····	$\sim$	ABC Company	Search by name or number
	Payments Hub	Effective Date		Recurrence	
	ACH/Wire		 ₩	None	
		Recipients (1)			Q. Find recipients in collection
	Book Transfer				
	Recipients	+ Add multiple recipients			
	Stop Payment	Recipient/Account		Amount	
	Tax Payment				
	Wire Activity	् tes	<u>A</u>	\$0.00	:
	Remote Deposit (DLM)	Test	Î	+ Add another recipien	ç
	Enhanced Services ~	Test	1234		
₫	Administration ~	Test (1)	1234		
	Locations	\$0.0 Checking 1 coll Test	1234		Cancel Draft Approve
٩	Settings ~	Test (1) Checking			
	Help	Testing			
G	Log Off	Testing Checking	23456789		

Note: To narrow down the search enter the first few characters of the recipient name in the Search by name or account field.

- 7. In the **Amount** field enter or edit the amount of the transaction.
- 8. Select Add another recipient to more recipients.
- 9. Repeat steps 6 -8 until all recipients have been added to the batch.
- 10. A grand total of the batch will display at the bottom of the page.

Custo	omers Bank				Welcome back, Peg D
	Messages				
	Reports	Origination Details			
	Statements	SEC Code 🕚		To Subsidiary	Account
-	Payments/Transfers ^	Select a SEC Code	$\sim$	ABC Company	Statement Savings 5618832 \$1.18
	Payments Hub	Effective Date		Recurrence	
		12/09/2019		Set schedule	
	ACH/Wire	-			
	ACH Pass-Thru	Recipients (3)			9. Find recipients in collection
	Book Transfer				•
	Recipients	+ Add multiple recipients			
	Stop Payment	Recipient/Account		Amount	
	Tax Payment				
	Wire Activity	Test Checking	1234	\$0.01	:
≡	Remote Deposit (DLM)	Test (1)		\$0.02	:
	Enhanced Services V	Checking			
B	Administration ~	Testing Checking	123456789	\$0.03	:
	Locations				
٩	Settings ~	1		+ Add another recipient	
	Help				
G	Log Off	\$0.03 3 collections (1 for \$0.00)			Cancel Draft Approve





- 11. If the company is setup on dual approval, select **Draft**. If the company is not setup for dual approval, select **Approve**.
- 12. The **Payments Processing** pop up box will be display.



13. The Transaction Draft pop up will display.

()	×
Transaction Drafted	
Transaction requires 1 approval(s).	
Trensaction ID: 13230 Total Amount: \$0.02	
Close View in Payment Hub	

14. Select **View Payment Hub** to approve or view the status.





#### **Upload ACH File**

- Customers Home Upload From Fil-ACH Collection Batch Change Type ..... Origination Details SEC Code To Subsidiary Account ABC Company \*\*\*\*\*\*8887 ····Select a SEC Code·· Effective Date Payments Hub 曲 ACH/Wire Recipients (1) Filters: All Pre-Notes 9. Find recipients in collection : Bill Pav
- 15. In the upper right-hand side of the screen select **Upload From File**.

16. The File Mapping Management screen will be displayed.

Note: Recipients, Beneficiaries, must exist in the Recipient module, before a file import can be completed. You may upload a recipients only file prior to uploading the import file. Use the New Mapping feature for a recipients only file.

File Mapping Management						
SAVED FILE MAPPINGS						
New Mapping	٩, ٥	earch				
2 Results Mapping Instruction Name	Mepping Type					
NACHA	System Standard	:				
5-Column-CSV	System Standard	:				
	Customers					

- 17. Two options will be displayed.
  - NACHA bank industry standard format

Note: NACHA files must be single batch files and must be a balanced file (includes the offsetting account number).

• 5-column CSV – customer created format





18. Select the ellipse and two options will be displayed.

	File Mapping Management		×
SAVED FILE MAPPINGS			
New Mapping		۹ Search	
2 Results Mapping Instruction Name	Mapping Type		Click to view mapping actions
NACHA	System Standard		
5-Column-CSV	System Standard		Use View Specifications

- Use select this option to upload a file
- View Specifications view the file layout

Note: Select New Mapping to import a file and use the Upload Wizard to define a format.

		Upload Wizard		
	0	2	3	
	File Set-up	File Mapping	Review	
How is your data separated?				
Delimited				
What separates your data?				
Comma				
🔿 Tab				
🔿 Colon				
Semi-Colon				
Other				
Your uploaded data: AchCollection-sa	ample csv (Showing 2 of 2 rows)			First row contains column header
	Column_2	Column_3	Column_4	Column_5
Column 1				
Column_1 ACH Recipient	62203984	123456789	1	10





19. When using the **NACHA** format, select **Use** and the **Upload Guidelines** screen will be displayed.

Custo	omers Bank	Welcome back, Peg D					
ជ	Home	Payment From File					
	Messages	- dymenetrom me					
	Reports	业 ACH Collection Sample File (.csv)					
	Statements ~	ACH COLLECTION UPLOAD GUIDELINES					
8	Payments/Transfers ^	^					
	Payments Hub	<ul> <li>You can import a list of recipients and amounts from a 5-column Comma Separated Values (CSV) file to add recipients and amounts to a new ACH Batch, or ACH Collection, or Payroll</li> </ul>					
	ACH/Wire	<ul> <li>The CSV file must contain the following columns: Recipient name, Routing transit number, Account number, Account type, &amp; Amount</li> <li>Account Type is a numeric value: Checking = 1; Savings = 2; &amp; Loan = 3</li> <li>For Sciumn imports, you will be promoted to select a SEC code, select a Pay From/Pay to account, select a Subsidiary (where applicable), and</li> </ul>					
	ACH Pass-Thru	<ul> <li>For 5-countin imports, you will be prompted to select a Sec, code, select a Pay Promitray to account, select a Subsidiary (where applicable), a select an effective date</li> </ul>					
	Bill Pay	OR					
	Book Transfer	<ul> <li>You can import a balanced NACHA format file to create an ACH Batch, or ACH Collection, or Payroll payment</li> <li>NACHA files are not processed as uploaded into the system. The system is extracting the information (Routing Number, Account Number,</li> </ul>					
	Recipients	Amounts), Effective Date, SEC Code, and Subsidiary/Originator) needed to create an ACH Payments, ACH Collections, or ACH Payroll Online Banking transaction. To upload a NACHA file and have it processed as uploaded, please use ACH PassThru. o Classifying the payment as PPD or CCD, selecting Pay From/Pay To account, selecting a Subsidiary, and selecting an Effective date should not					
	Stop Payment	<ul> <li>Classing the payment as PD of CCU, seecong Pay Hourray to account, seecong a subsidiary, and seecong an elective date sho be necessary as that info should be in the balanced file</li> <li>The import uses the name and the order of the file to create recipients and amounts</li> </ul>					
	Tax Payment	You can include a recipient multiple times to create multiple payments     The payments can be to the same account or a different account					
	Wire Activity	1. 1011 Colleman Park Constitution ( and					
	Remote Deposit (DLM)	al. ACH Collection File Specification (.pdf)					
	Enhanced Services	-Please Select A File To Import					
	Administration ~						
0	Locations	* - Indicates required field					

- 20. Read the guidelines.
- 21. Click on the Import File box to search for the appropriate file.
- 22. Select **Upload File** in the bottom right-hand corner.
- 23. The Payment From File Additional Information screen will be displayed.

Custo	stomers Bank Welcome back, Peg D									
ជ	Home	Payment F	ayment From File - Additional Information							
	Messages	SEC Code			Pay From/Pay To					
	Reports	PPD - Prearranged Pa	yment and Deposit		Select From Accou	unt:	$\sim$			
≡	Statements 🗸	Company / Subsidia	ry							
	Payments/Transfers ^	ABC Company		$\sim$						
	Payments Hub	Effective Date								
	ACH/Wire									
	ACH Pass-Thru	Recipients								
	Bill Pay	Name	RTN	Account	Account Type	Amount	Addenda			
	Book Transfer	John Doe	011000390	12345	Checking	\$1.05				
	Recipients	Mary Doe	011000028	123456789	Savings	\$1.55				
	Stop Payment	Mary Smith	011075150	9876	Checking	\$1.30				
	Wire Activity					Track	mount: \$3.90 To 3 recipients			
≡	Remote Deposit (DLM)									
	Enhanced Services					Back	Draft Approve			

- 24. Use the drop-down menu under **Pay From/Pay To** to select the offsetting account number.
- 25. Use the calendar icon to select an effective date.





- 26. If the company is setup on dual approval, select **Draft**. If the company is not setup for dual approval, select **Approve**.
- 27. The **Payments Processing** pop up box will be display.

i
Payments Processing
Your payments have been received and are being processed. Please be patient

28. The Transaction Draft pop up will display.

()	×
Transaction Drafted	
Transaction requires 1 approval(s).	
Transaction ID: 13230	
Total Amount: \$0.02	
· · · · · · · · · · · · · · · · · · ·	
Close View in Payment Hub	

- 29. Select **View Payment Hub** to approve or view the status.
- 30. When using the **5-column CSV** format, select **Use** and select the appropriate file to upload.
- 31. The information will auto-populate the appropriate fields.

Customers Bank Welcome back, Peg D					
	Reports	Origination Details			
	Statements ~	SEC Code 💿	To Subsidiary	Account	
	Payments/Transfers ^	Select a SEC Code 🗸	ABC Company ******8887	9. Search by name or number	
	Payments Hub	Effective Date	Recurrence		
	ACH/Wire	æ	None		
			_		
	Bill Pay	Recipients (2)	Filters: All Pre-Notes Q. Find reci	plents in collection	
	Book Transfer	+ Add multiple recipients			
	Recipients	Recipient/Account	Amount		
	Stop Payment				
	Tax Payment	ACH Recipient Checking 123456789	\$10.00	:	
	Wire Activity	Another Recipient			
	Remote Deposit (DLM)	Another Recipient Savings 987654321	\$25.00	Click to view additional fields.	
	Enhanced Services		+ Add another recipient	Citor to view additional netus	
≞	Administration ~				
	Locations	\$35.00			
ŝ	Settings 🗸 🗸	2 collections		Cancel Draft Approve	





32. Complete the required fields at the top of the page.

Cust	Customers Bank Welcome back, Peg D							
ជ	Home							
	Messages							
	Reports	Origination Details						
≡	Statements ~	SEC Code 💿	To Company ID	Account				
	Payments/Transfers ^	Select a SEC Code V	Search by name	Search by name or number				
	Payments Hub	Effective Date	Recurrence					
	ACH/Wire	₩						

- Select a SEC Code
  - > **PPD** to pay or collect from a person
  - **CCD** to pay or collect from a business
- To Company ID this is the tax id number you want associated with the batch. One tax id number is attached to one offsetting account number. If only one tax id number is setup the company information will automatically populated.
- Account this is the offsetting account number for the batch
- Effective Date the date the payment or collection is due to post to the recipient's account

# Note: To create a Same Day ACH transaction select the current day's date. The following pop up box will be displayed. Selected Agree to continue.

PROCESS CONFIRMATION				
Same-Day ACH processing confirmation				
By clicking "agree", you acknowledge this transaction as a Same-Day ACH and you agree to pay a potential fee for the expedited processing.				
Cancel Agree				

Note: The Find recipients in search field is to search for a recipient once it is added to the batch.

- **Recurrence** allows the user to setup batch(es) to recur on a specific date(s)
- 33. If the company is setup on dual approval, select **Draft**. If the company is not setup for dual approval, select **Approve**.
- 34. The **Payments Processing** pop up box will be display.







35. The **Transaction Draft** pop up will display.



36. Select View Payment Hub to approve or view the status.

#### **New Payment – Wire Transfer**

- 37. Select New Payment.
- 38. Select the appropriate payment type.

New Payment	
АСН	Wire Transfers
ACH Collection Batch	Domestic Wire
ACH Payments Batch	International Wire
Payroll	

- Domestic Wire allows the user to create a Wire Transfers going to a bank in the US
- International Wire allows the user to create a Wire Transfer in US dollars
   going to a bank in another country





# **Domestic Wire**

Cust	omers Bank				Wel	come back, Peg E
ជ	Home	Domestic Wire Change Type			U	bload From File
	Messages					
	Reports	Origination Details				
	Statements	From Subsidiary Use same Subsidiary for all wires	Account Use same Account for all wires			
	Payments/Transfers	Process Date	Recurrence			
	Payments Hub	Use same Date for all wires	None			
	ACH/Wire	(B)				
	Bill Pay	Wires (1)	9. Find recipients in payment			:
	Book Transfer	+ Add multiple recipients				
	Recipients	Recipient/Account	Amount			
	Stop Payment	Search by name or account.	\$0.00			
	Tax Payment	From Subsidiary	Account			
	Wire Activity	ABC Company *****1111	9. Search by name or number			
	Remote Deposit (DLM)	OPTIONAL WIRE INFORMATION				~
	Enhanced Services ~					
▦	Administration ~		+ Add another wire			
	Locations					_
٢	Settings ~	\$0.00 1 wires		Cancel	Draft	Approve

39. Complete the screen for all required information.

- From Subsidiary this is the tax id number you want associated with the Wire Transfer. One tax id number is attached to one offsetting account number. Select Use same Subsidiary for all wires if the same tax id number will be use on all Wire Transfers.
- Account this is the offsetting account number for the Wire Transfer. Select
  Use same Account for all wires if all Wire Transfers will be debited
  from the same account.
- Process Date the date the Wire Transfer is to be processed. Select Use same
   Date for all wires if the same effective date will be used for all
   Wire Transfers.

*Note: Select Recurrence to complete the information to have the Wire Transfers automatically initiate on specific dates.* 

- **Recipient/Account** used the drop-down menu to select a recipient or create a new recipient
- Amount enter the amount of the Wire Transfer
- **Optional Wire Information** allows the user to add a memo to the Wire Transfer
- 40. Select + Add another wire to create a group of Wire Transfers.
- 41. A grand total of the number of Wire Transfers and total amount will display at the bottom of the page.





42. If the company is setup with dual approval the user will select **Draft**. If the company is not setup for dual approval the user may select **Approve**.

Note: Wire Transfers that are drafted will then appear in the Payment Hub to be approved.

43. The **Payments Processing** pop up box will be display.

i
Payments Processing
Your payments have been received and are being processed. Please be patient

44. The Transaction Draft pop up will display.

()	~
Transaction Drafted	
Transaction requires 1 approval(s).	
Transaction ID: 13260	
Total Amount: \$0.01	
Close View in Payment Hub	

45. Select **View Payment Hub** to approve or view the status.





#### **International Wire**

46. Complete the screen for all required information.

Cust	omers Bank			Welcome	e back, Peg D	
ស៊	Home					
	Messages					
J	Reports	Origination Details				
≡	Statements	From Subsidiary Use same Subsidiary for all wires	Account Use same Account for all wires	Currency Use same Currency for all wires		
	Payments/Transfers ^	Process Date	Recurrence	0		
	Payments Hub	Use same Date for all wires	None			
	ACH/Wire	##				
	Bill Pay	Wires (1)	<ul> <li>Find recipients in payment</li> </ul>		:	
	Book Transfer	+ Add multiple recipients				
	Recipients	Recipient/Account	Currency	Amount		
	Stop Payment	9 Search by name or account.	9. Search	\$0.00	:	
	Tax Payment	From Subsidiary	Account			
	Wire Activity	ABC Company +++++1111	Search by name or number			
≡	Remote Deposit (DLM)	OPTIONAL WIRE INFORMATION			~	
	Enhanced Services V					
≞	Administration ~	1	+ Add another wire		d	
0	Locations					
٢	Settings ~	\$0.00 1 wires		Cancel Draft	Approve	

- From Subsidiary this is the tax id number you want associated with the Wire Transfer. One tax id number is attached to one offsetting account number. Select Use same Subsidiary for all wires if the same tax id number will be use on all Wire Transfers.
- Account this is the offsetting account number for the Wire Transfer. Select
  Use same Account for all wires if all Wire Transfers will be debited
  from the same account.
- Currency select US dollar from the drop down menu
- Process Date the date the Wire Transfer is to be processed. Select Use same
   Date for all wires if the same effective date will be used for all
   Wire Transfers.

*Note: Select Recurrence to complete the information to have the Wire Transfers automatically initiate on specific dates.* 

- Recipient/Account used the drop-down menu to select a recipient or create a new recipient
- Amount enter the amount of the Wire Transfer
- **Optional Wire Information** allows the user to add a memo to the Wire Transfer





47. Select the ellipsis to view additional options.

Customers Bank Welcome back, Peg D					
لس	Reports	Origination Details			
≡	Statements	From Subsidiary	Account		
	Payments/Transfers ^	ABC Company *****1111	۹ Search by name or number		
	Payments Hub	Process Date	Recurrence None		
	ACH/Wire				Show payment actions
	ACH Pass-Thru	Recipient/Account	Currency	Amount	
	Book Transfer	SWIFT/BIC ADBNCNBJ 123456789	JPY - Japanese yen	· · · · · /	Expand Row
	Recipients	OPTIONAL WIRE INFORMATION		(	Show Details
	Stop Payment				Nutfy Recipient
	Deposit Check			Cancel	Draft Approve
	Tax Payment				
	Wire Activity				
≡	Remote Deposit (DLM)				

- 48. Select + Add another wire to create a group of Wire Transfers.
- 49. A grand total of the number of Wire Transfers and total amount will display at the bottom of the page.
- 50. If the company is setup with dual approval the user will select **Draft**. If the company is not setup for dual approval the user may select **Approve**.

Note: Wire Transfers that are drafted will then appear in the Payment Hub to be approved.

51. The **Payments Processing** pop up box will be display.



52. The Transaction Draft pop up will display.

(!)	Х
Transaction Drafted	
Transaction requires 1 approval(s).	
Transaction ID: 13260	
Total Amount: \$0.01	
Close View in Payment Hub	

53. Select **View Payment Hub** to approve or view the status.





#### **Upload Format**

54. Select **Upload From File** in the upper right-hand corner.

Customers Bank					
ជ	Home International Wire Change Type Upload F				
	Messages				
•	Reports	Origination Details		$\smile$	
	Statements	From Subsidiary Use same Subsidiary for all wires	Account Use same Account for all wires	Currency Use same Currency for all wires	
	Payments/Transfers ^	Process Date	Recurrence		
	Payments Hub	Use same Date for all wires	None		
	ACH/Wire	(++)			
	ACH Pass-Thru	Wires (1)	<ol> <li>Find recipients in payment</li> </ol>	:	
	Bill Pay	WIIE2 (1)	<ul> <li>ena recipients in payment</li> </ul>	:	

55. The File Mapping Management screen will be displayed.

Note: Recipients, Beneficiaries, must exist in the Recipient module, before a file import can be completed. You may upload a recipients only file prior to uploading the import file. Use the New Mapping feature for a recipients only file.

	File Mapping Management	×
SAVED FILE MAPPINGS		
New Mapping	٩	Search
1 Result		
Mapping Instruction Name	Mapping Type	$\sim$
Domestic Wire System File	System Standard	(:)
		$\smile$

56. Select the ellipsis and two options will be displayed.

	File Mapping Management	×
SAVED FILE MAPPINGS		
New Mapping	Q. Sea	rch
1 Result Mapping Instruction Name	Mapping Type	
hidpping instruction nume	mobbing the	Click to view mapping actions
Domestic Wire System File	System Standard	
		Use
		View Specifications

- **Use** select this option to upload a file
- View Specifications view the file layout





			U	pload \	Nizard			×
		0		2		3		
		File Set-u	р	File Mappir	Ig	Review		
How is your data s	eparated?							
Delimited								
What separates yo	ur data?							
Comma								
🔿 Tab								
O Colon								
O Semi-Colon								
O Other								
Your uploaded dat	a: DomesticWire-sample (	3).csv (Showing 3 c	f 3 rows)				First row conta	ins column headers
Column_1	Column_2	Column_3	Column_4	Column_5	Column_6	Column_7	Column_8	Column_9
recipient_account		recipient_addr_1	recipient_addr_2	recipient_city	recipient_state			beneficiary_name
100155700			- 200 54			12215		
							Canc	el Continue
				Customers	Rank			
				customers	Bound			

*Note: Select New Mapping to import a file and use the Upload Wizard to define a format.* 

- 57. Select Use.
- 58. Select the appropriate file to upload.
- 59. The information will populate the Wire screen.

Cust	omers				Welcome back, Peg D
∰ 2	Home	Domestic Wire Change Type			Upload From File
	Reports Statements ~	Origination Details From Subsidiary	Account Use same Account for all wires		
	Payments/Transfers ^ Payments Hub ACH/Wire	Process Date V Use same Date for all wires	Recurrence None		
	ACH Pass-Thru Bill Pay Book Transfer	Wires (2) + Add multiple recipients	Q. Find recipients in payment		:
	Recipients Stop Payment	Recipient/Account Acme Products Ltd LLC Checking 123456789	Amount \$0.03		:
	Tax Payment Wire Activity	From Subsidiary ABC Company *****1111	Account		
	Remote Deposit (DLM)	OPTIONAL WIRE INFORMATION	Amount		~
<u>∎</u> ⊙	Administration ~	\$0.04 2 wires		Cancel Draft	Approve

- 60. Complete the fields at the top of the page.
  - From Subsidiary this is the tax id number you want associated with the Wire Transfer. One tax id number is attached to one offsetting account number. Select Use same Subsidiary for all wires if the same tax id number will be use on all Wire Transfers.





- Account this is the offsetting account number for the Wire Transfer. Select
  Use same Account for all wires if all Wire Transfers will be debited
  from the same account.
- **Currency** select US dollar from the drop down menu
- Process Date the date the Wire Transfer is to be processed. Select Use same Date for all wires if the same effective date will be used for all Wire Transfers.

Note: Select Recurrence to complete the information to have the Wire Transfers automatically initiate on specific dates.

61. If the company is setup with dual approval the user will select **Draft**. If the company is not setup for dual approval the user may select **Approve**.

Note: Wire Transfers that are drafted will then appear in the Payment Hub to be approved.

62. The **Payments Processing** pop up box will be display.



63. The **Transaction Draft** pop up will display.



64. Select View Payment Hub to approve or view the status.





#### **Templates**

Customers can opt to just build recipients or create templates (batches) to group recipients.

- Customers Bank Welcome back, Peg ACH/Wire Messages Reports New Payment + Create Ten e Templates ACH Wire Transfers 20 Results Filters: All ACH Payments Batch Do ACH Collection Batch Domestic Wire ACH/Wire ACH Payments Batch International W Туре -Name -Finoff International Domestic Wire Bill Par 1 Incentives Domestic Wire : 1ntl 2 testing targe Domestic Wire ÷ 1ntl Testing Domestic Wire : : \$ IVY Domestic Wire ÷ 🟠 John Smith Domestic Wire Maureens Boutique Domestic Wire : Staples Domestic Wire : 1
- 65. Select + Create Template.

66. Depending on the user's entitlement ACH or Wire Transfers templates can be created.

#### **ACH Batch Templates**

67. Select the appropriate ACH Batch Template option.

Cust	omers			Welcome back, P	eg D
ស៊	Home	ACH Collection Batch 🖙	nge Type		
	Messages		0 //		
al	Reports	Template Properties			
=	Statements ~	Template Name	Template Access Rights 12 of 21 user roles selected		
	Payments/Transfers ^		12 of 21 user roles selected		
	Payments Hub	Origination Details			
	ACH/Wire	SEC Code 💿	To Company ID	Account	_
		Select a SEC Code V	Search by name	Search by name or number	
	Bill Pay		_		
	Book Transfer	Recipients (1)	Filters: All Pre-Notes	G Find recipients in collection	:
	Recipients	+ Add multiple recipients			
	Stop Payment	Recipient/Account	Amount		
	Wire Activity	Recipient/Account	Amount		
≡	Remote Deposit (DLM)	Search by name or account.	\$0.00		:
且	Administration V				
0	Locations	1 	+ Add another recip	lent	l
<u>لې</u>	Settings ~	\$0.00		Cancel	
0		1 collections (1 for \$0.00)		cancer 500	





- 68. Complete the required fields:
  - **Template Name** create a name for the template that will display on the main ACH/Wire page
  - **Template Access Right** click on the number of **user roles selected** hyperlink to select the users who will be able to use the template
  - SEC Code
    - > **PPD** to pay or collect from a person
    - CCD to pay or collect from a business
  - **To Company ID** this is the tax id number you want associated with the batch. One tax id number is attached to one offsetting account number. If only one tax id number is setup the company information will automatically populate.
  - Account this is the offsetting account number for the batch
  - + Add multiple recipients allows the user to select multiple recipients at one time
  - Recipient/Account allows the user to search for individual recipients
  - Amount enter a default amount that will always appear when the template is selected. If the amount will change often it is best to set the default amount to \$0.00.
- 69. Select the ellipsis next to each recipient for additional options.

	omers Bank				Welcome back, Peg
	Reports Statements Payments/Transfers	Template Properties Template Name	Template Access Rights 6 of 15 user roles selected		
	Payments Hub	Origination Details			
	ACH/Wire	SEC Code 💿	To Subsidiary	Account	
	ACH Pass-Thru	Select a SEC Code V	ABC Company	Search by name o	r number
	Bill Pay				
	Book Transfer	Recipients (2)	Filters: All Pre-Notes	9. Find recipients in collection	:
	Recipients	+ Add multiple recipients			
	Stop Payment	Recipient/Account	Amount		
	Tax Payment	Recipient/Account	Amount		Show payment actions
	Wire Activity	Test Checking 123	\$0.00		
=	Remote Deposit (DLM)	Testing			Сору
	Enhanced Services V	Checking 12345678	\$0.00		Remove
A	Administration ~		+ Add another reci	pient	Expand Row
0	Locations				Show Details
\$	Settings 🗸 🗸	\$0.00			Notify Recipient
?	Неір	\$0.00 2 collections (2 for \$0.00)			Cancel Save

- 70. A total of the number of recipients and the total amount will display at the bottom of the screen.
- 71. Select Save.





#### Wire Templates

#### **Domestic Wire Templates**

72. Select the Domestic Wire.

Cust	omers Bank			Welcom	ne back, Peg D			
ជ	Home	Domestic Wire Change Type	e					
	Messages							
	Reports	Template Properties						
≡	Statements	Template Name	Template Access Rights 11 of 15 user roles selected					
	Payments/Transfers ^							
	Payments Hub	Origination Details						
	ACH/Wire	From Subsidiary Use same Subsidiary for all wires	Account Use same Account for all wires					
	ACH Pass-Thru							
	Bill Pay	Wires (1)	res (1) Q. Find recipients in payment					
	Book Transfer	+ Add multiple recipients						
	Recipients	-						
	Stop Payment	Recipient/Account	Amount		:			
	Tax Payment	<ul> <li>Search by name or account.</li> </ul>	\$0.00					
	Wire Activity	From Subsidiary ABC Company	Account					
Ξ	Remote Deposit (DLM)	OPTIONAL WIRE INFORMATION	Council by hand of humber		~			
	Enhanced Services V							
8	Administration ~		+ Add another wire					
0	Locations	\$0.00						
٩	Settings ~	\$0.00 1 wires		Cancel	Save			

- 73. Complete the required fields:
  - **Template Name** create a name for the template that will display on the main ACH/Wire page
  - **Template Access Right** click on the number of **user roles selected** hyperlink to select the users who will be able to use the template
  - From Subsidiary this is the tax id number you want associated with the batch. One tax id number is attached to one offsetting account number. If only one tax id number is setup the company information will automatically populate. Select Use same Subsidiary for all wires if the same offsetting tax id should be use for all Wire Transfers in the template.
  - Account this is the offsetting account number for the batch. Select Use same
     Account for all wires if the same offsetting account will be used for
     all Wire Transfers in the templated.
  - **Recipient/Account** allows the user to search for individual recipients
  - Amount enter a default amount that will always appear when the template is selected. If the amount will change often it is best to set the default amount to \$0.00.
- 74. Select + Add another wire to add additional Wire Transfer recipients to the template.





-	Payments/Transfers ^		11 of 15 user roles selected	
	Payments Hub	Origination Details		
	ACH/Wire	From Subsidiary           Image: Subsidiary for all wires	Account           Image: Second Count for all wires	
	ACH Pass-Thru	ABC Company	Test Acount \$30.40	
	Bill Pay			
	Book Transfer	Wires (2)	۹. Find recipients in payment	
	Recipients	+ Add multiple recipients		
	Stop Payment			Show prement activ
	Tax Payment	Recipient/Account	Amount	
	Wire Activity	Test Checking 1234	\$0.00	Сору
=	Remote Deposit (DLM)	OPTIONAL WIRE INFORMATION		Remove
	Enhanced Services ~	Recipient/Account	Amount	Expand Row
Ħ	Administration ~	Testing Checking 123456789	\$0.00	Show Details
0	Locations	OPTIONAL WIRE INFORMATION		Notify Recipient
٩	Settings ~			
3	Help		+ Add another wire	
F)	Log Off			

75. Select the ellipsis next to each recipient for additional options.

- 76. A total of the number of recipients and the total amount will display at the bottom of the screen.
- 77. Select Save.

#### **International Wire Templates**

78. Select the International Wire.

Cust	omers Bank			Welcom	ie back, Peg D							
ଜ	Home	International Wire chang	te Type									
	Messages											
	Reports	Template Properties										
≡	Statements	Template Name										
	Payments/Transfers ^											
	Payments Hub	Origination Details										
	ACH/Wire	From Subsidiary Use same Subsidiary for all wires	Account Use same Account for all wires	Currency Use same Currency for all wires								
	Bill Pay	Wires (1)	S Find recipients in payment		:							
	Book Transfer	+ Add multiple recipients										
	Recipients	- Add malaple recipients										
	Stop Payment	Recipient/Account	Currency	Amount	;							
	Tax Payment	Search by name or account.	۹ Search	\$0.00								
	Wire Activity	From Subsidiary ABC Company	Account									
≡	Remote Deposit (DLM)	*****1111	Scoren by nome of nomoer									
	Enhanced Services V	OPTIONAL WIRE INFORMATION			~							
⊞	Administration ~		+ Add another wire									
0	Locations											
٢	Settings ~	\$0.00 1 wires		Cancel	Save							

- 79. Complete the required fields:
  - **Template Name** create a name for the template that will display on the main ACH/Wire page





- **Template Access Right** click on the number of **user roles selected** hyperlink to select the users who will be able to use the template
- From Subsidiary this is the tax id number you want associated with the batch. One tax id number is attached to one offsetting account number. If only one tax id number is setup the company information will automatically populate. Select Use same Subsidiary for all wires if the same offsetting tax id should be use for all Wire Transfers in the template.
- Account this is the offsetting account number for the batch. Select Use same
   Account for all wires if the same offsetting account will be used for
   all Wire Transfers in the templated.
- Currency select the appropriate current for the Wire Transfer templates.
   Select Use same Currency for all wires if the same currency will be use for all Wire Transfers in the template.
- Recipient/Account allows the user to search for individual recipients
- Amount enter a default amount that will always appear when the template is selected. If the amount will change often it is best to set the default amount to \$0.00.
- 80. Select + Add another wire to add additional Wire Transfer recipients to the template.
- 81. Select the ellipsis next to each recipient for additional options.

Cust	omers Bank			Welcome back, Peg D
لسا	Reports	Template Properties		
=	Statements	Template Name	Template Access Rights 11 of 15 user roles selected	
=	Payments/Transfers ^			
	Payments Hub	Origination Details		
	ACH/Wire	From Subsidiary Use same Subsidiary for all wires	Account Use same Account for all wires	Currency Use same Currency for all wires
	Bill Pay	Wires (1)	Q. Find recipients in payment	:
	Book Transfer			
	Recipients	+ Add multiple recipients		Show payment actions
	Stop Payment	Recipient/Account	Currency	Amount
	Tax Payment	ABC China SWIFT/BIC ABOCCNBJ 123456789	EUR - Euro	ET DOD DO
	Wire Activity	From Subsidiary	Account	Сору
		ABC Company *****1111	Test Acount \$30.40	Remove
	Remote Deposit (DLM)	OPTIONAL WIRE INFORMATION		Expand Row
	Enhanced Services V			Show Details
1	Administration ~		+ Add another wire	Notify Recipient
9	Locations			
3	Settings ~	\$ (No USD Equivalent)		
?	Help	1 wires		Cancel Save
÷	Log Off			

82. Select Save.





# ACH Pass Thru

ACH Pass Thru allows user to upload a NACHA formatted file directly into Business Online Banking to be passed to the bank for processing.

1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** heading then select **ACH Pass Thru**.



2. Select the Import File box to search for the appropriate ACH file to be uploaded.

tr				Bee 💌	
Name	Date modified	Туре	Size		
ACH BFS Import Fixed Format Test	12/26/2013 1:39 PM	Text Document	1	KB	
ACH Nacha File	1/16/2014 7:18 AM	Text Document	1	KB	
ACH Test Nacha File 4-2-14	4/4/2014 2:38 PM	Text Document		KB	
ACH Test Nacha File 4-4-14	4/4/2014 2:50 PM	Text Document	1	KB	
ACH Test Nacha File 12-9-13	12/11/2013 11:43	Text Document	1	KB	
ACH Test Nacha File 12-20-13	12/20/2013 9:40 AM	Text Document	1	KB	
ACH Test Nacha File Balanced File	4/15/2014 10:56 AM	Text Document	2	KB	
BFS ACH CSV Test Format File	11/25/2013 7:57 AM	Microsoft Excel C	1	КВ	
Customers Bank ACH Nacha File	1/16/2014 7:26 AM	Text Document	1	KB	
Testing ACH file this works 5-24-16	5/24/2016 8:29 PM	Text Document	1	KB	
Testing ACH file this works in BFS	12/16/2015 1:24 PM	Text Document	1	KB	
Testing ACH file this works in BFSv2	12/16/2015 1:26 PM	Text Document	1	KB	
ame			~	All Files	

- 3. The **Memo** field is optional.
- 4. If the company is setup with dual approval the user will select **Draft**. If the company is not setup for dual approval the user may select **Approve**.

Note: ACH Pass Thru files that are drafted will then appear in the Payment Hub to be approved.





5. A confirmation message will be displayed.



6. Select **View in Payment Hub** for the file to approved.





# **Bill Pay – Login**

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** tab from the left-hand navigation menu then select **Bill Pay**.
- 2. Select an account(s) to enroll in **Business Bill Pay**.

Cust	omers Bank		Welcome back, Peg D
ជ	Home	Bill Pay	
	Messages	Din r dy	
	Reports	Please select at least one account below to enroll in Bill Pay	
≡	Statements	Statement Savings	
	Payments/Transfers ^	Test Acount	
	Payments Hub	Enroll in Bill Pay Cancel	
	ACH/Wire		
	ACH Pass-Thru		
	Bill Pay		
	Book Transfer		
	Recipients		
	Stop Payment		

- 3. Select Enroll in Bill Pay.
- 4. The Enrollment Successful pop up box will be displayed.



5. Select Continue to Bill Pay.

Note: A blank page will display for a few seconds. Do not attempt to exit.

6. The home page of Business Bill Pay will be displayed.

											$\times$
Bills & Payments	Payee Management	Payment Records	Funding Accounts	Administration	Help	14					
My Bills   Pending Aqu	aroval   <u>Make Payments</u>   P	ay Invoices									
My Bills Your Bill Inbox preser To view scheduled an	nts the bills you received online Id in process payments go to y	<ul> <li>Select the bills you want to our <u>Payment Outbox</u>.</li> </ul>	o pay and click "Schedule p	payments." For bills recei	ved in the ma	ail or to r	nake any c	ther payme	nt, access the	Nake Payment:	s page.
Bill Inbox											
There are currently	no items in your inbox.										
Payment Outbox											
There are currently	no items in your outbox.										
View payments	- last 30 days										
How Do I Glossary, E	AQs										





## **Bill Pay – Add Payee**

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** tab from the left-hand navigation menu then select **Bill Pay**.
- 2. The Dashboard will be displayed.

	Averagement         Payment N cords           Make Payments         Pay Invoices	Funding Accounts Administration Help		
My Bills Your Bill Inbox presents the b	ills you received online. Select the bills you want to pa	ay and click "Schedule payments." For bills received in the mail or t	o make any other payment, access the <u>Make Payments</u>	page. To view scheduled and in process payments go to your <u>Payment Outbox</u> .
Bill Inbox				
There are currently no item	is in your inbox.			
Payment Outbox				
Deliver By	Send To	Paid From	Check	Amount
11/28/2017	ABC Lawn Co	Checking, *8201	9000	100.00 In-Process · View Payment
			Total:	\$100.00
View payments - las: How Do I Glossary FAQs	t <u>30 days</u>			

- 3. Select the Payee Management tab.
- 4. The My Payee screen will be displayed. Select the Add Payee option.

My Bills   Pendina Approval   Make Payments   Pay Invoices   Messages			
My Payees			
Payee	E-bill Status	Payment Option	Payment Category
APer Lawn Co <u>8765</u>	Not available	Manual <u>Set up automatic</u>	None
Add a payee • Change psyment categories			
How Do I Glossary FAQs			

5. Enter a Payee name or select the View Our Payee List to view a list of common vendors.

Bills & Payments	Payee Management	Payment Records	Funding Accounts
		Invoices   Messages	
Add a Payee			
Specify payee to add			
Please provide your pay	yee's information below.		
Payee name:		View our pay	ee list
Continue			
How Do I Glossary FAC	Qs		

6. Select Continue.





7. Enter the following fields:

formation below.		
Tester	View our payee	list
	Learn more	
This payee does n	ot have an account num	ber.
-		
Entering all 9 digits helps u	is to	
Tester	Learn more	
None 🗸		
	Tester This payee does n This	Tester     Miew our payee

- Account number the account number of the receipent
- If the receipents doesn't have an account number select the checkbox, **This Payee** does not have an account number.
- **Zip Code** enter the zip code of the recipent
- Nickname this is the Payee Name from screen one but can be changed
- Payment Category this is an optional field, use the drop-down arrow to select a category
- 8. Select Add payee.
- 9. Enter the following fields.

does not match any rec	ords, please provide	this payee's
does not match any rec	ords, piease provide	this payee's
ester	View our pave	e list
234	]	
ester	1	
lone 🗸		
Vhere you mail your payme	ents)	
	]	
	]	
~		
2903 -		
	1	
you ask us to investigate		
	Vhere you mail your paym	234 ester lone v here you mail your payments)

- Address 1 first line of the recipent address
- Address 2 optional field, the second line of the recipent address





- **City** the city of the recipent
- State Use the drop down menu to select the recipent's state
- Zip Code will prefill from previous page but may be edited
- Phone recipent's phone number, however, this is an optional field

#### 10. Select Add payee.

11. A confirmation screen will be displayed.

Bills & Payments	Payee Management	Payment Records
Add a Payee Co	nfirmation	
	ssfully added on 11/27/2017. dated to comply with the USF	PS.
Payee information	Char	nge information
Payee:	Tester	
Address:	40 Westminster S Suite 602 Providence, RI 0	
Account number:	1234	
Nickname:	Tester	
Payment category:	None	
Phone number:	Not on file	
Memo:	Not on file	
What would you like to	do next?	
Add another payee		
A MARCEN STREET		
Pay this payee		

12. To setup payment to be reoccurring, select the **Payee Management** tab from the main menu bar.







13. Under the **Payment Option** column select **Set Up Automatic**.

		$\frown$			Show inactive payees
avee	E-bill Status	Payment Option	Payment Category	E-mail Notifications	History
BC Lawn Co 8765	Not available	Manual Set up automatic	None	Receiving Change	Payments
ester 234	Not available	Manual Set up automatic	None	Receiving Change	Payments
d a payee • Change payment categories					

14. The Set Payment Option screen will be displayed.



- 15. Next to **Payment Option**, select the radio button for **Pay automatically at regular intervals**.
- 16. Select the **Funding account** from the drop-down menu.
- 17. The **Memo** field is optional. It will send the same memo with each payment.
- 18. In the **Amount** field enter the amount to be automatically paid.
- 19. Select the **Frequency** from the drop-down menu.
- 20. Using the calendar icon select the **Delivery By** date.

# Note The first time you are setting up automatic payments this Delivery By date tells the system when to send the first payment.

- 21. Next to Continue Payments select:
  - Indefinitely to have the payments continue to be processed as scheduled
  - **Until** use the calendar icon to select an end date for the payments
    - Number of instances select if you have a certain number of times the payment should be made of the course of a certain time frame





### - Different Last Payment Amount – optional field

- 22. Select Save Changes.
- 23. A confirmation message will be displayed.

Dilis   Pending Approva		
et Payment Opti	ons Confirmation	
234. If the automatic pay	t an automatic payment rule /ment date is a non-busines d on the previous business	s day, the
Funding account:	Always use my defau	lt (Checking)
Memo: Payment option:	Pay automatically at r intervals	egular
Amount:	\$1.00	
Frequency:	Weekly	
i i cqueiley.	12/19/2017	
Deliver By:	12/19/2017	





# **Bill Pay – Make a Payment**

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** tab from the left-hand navigation menu then select **Bill Pay**.
- 2. The Dashboard will be displayed.

	Price Payments Pa	vee Management Payment Records	Funding Accounts Administration Help		
$\langle$		Make Payments   Pay Invoites   Messages			
	My Bills				
	Your Bill Inbox presents the bi	lls you received online. Select the bills you want to pa	y and click "Schedule payments." For bills received in the mail or	to make any other payment, access the Make Payments p	page. To view scheduled and in process payments go to your Payment Outbox.
	Bill Inbox				
	There are currently no items	s in your inbox.			
	Payment Outbox				
	Deliver By	Send To	Paid From	Check	Amount
	11/28/2017	ABC Lawn Co	Checking, *8201	9000	100.00 In-Process • View Payment
				Total:	\$100.00
	View payments - last	30 days			

- 3. Select the Make Payments from My Bills screen from the main menu.
- 4. A list of payees will be displayed.

Bills & Payments         Payment         Payment         Payment           My Bills         Pending Approval           Make Payments           Pay Involves	ent Records Funding Accounts Administration Help		
Make Payments			
Do you need to <u>enter invoice detail</u> with your payment? Le To make a regular payment, please enter an amount and deliv Use funds from: [Checking, "8201 $\checkmark$ ]	<u>am more</u> er-by date for each payment and click "Malie payments." To expand your list of payees, you can	always <u>add a narrea</u> .	
Second Second	Last Paid	Amount	Deliver By
Payee	Lust Full	Anioant	Deliver by
Payee ABC Lawn Co, *8765	\$100.00 on 11/28/2017	\$	12/01/2017
		S S	
ABC Lawn Co, *8765		s	12/01/2017

*Note: If the company has more than one account please use the drop-down menu next to Use Funds From.* 

- 5. Enter the dollar amount(s) of the payment(s) in the **\$ Amount** field.
- 6. Use the calendar icon under the **Deliver By** column to select the payment date.
- 7. Select Make Payment.





8. A confirmation screen will be displayed.

<u>Bills   Pendino Acoronal   Make Payments   Pay Invoices    </u>	fessores		
Payment Confirmation			
The following payment was successfully scheduled on 11/28/2017	Please note that some payments may require approval before they will be submitted.	The current payment status is displaye	d with the payment details below. To change or cancel the payment, you
Send To	Amount	Deliver By	Additional Information
Tester, 1234	1.00	12/01/2017	Confirmation: YBTB0ZG4
Tester, 1234 Add a note	1.00	12/01/2017	Paid from: Checking, *8201
	1.00	12/01/2017	Paid from: Checking, '8201 Payment type: Check - 9001 Payment status: Scheduled
	1.00	1201/2017	Paid from: Checking, '8201 Payment type: Check - 9001

Note: Select Add Note to add a message to the payment.





# **Bill Pay – Pending Approval**

# This feature is used for companies using dual approval for Business Bill Payments. One user will follow the instructions for Making a Payment. The Admin will then use the Pending Approval steps below to approve the payment.

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** tab from the left-hand navigation menu then select **Bill Pay**.
- 2. The Dashboard will be displayed.

My Bills   Pendina Acoroval	My title   Pardina.Account   Male.Part vs.   Par.Involves   Messaces							
Bill Inbox There are currently no it Payment Outbox	Bill Inbox There are currently no items in your inbox.							
Deliver By	Send To	Paid From	Check	Amount				
11/28/2017	ABC Lawn Co	Checking, *8201	9000	100.00 In-Process • View Payment				
			Total:	\$100.00				
View payments - la	ist 30 days							

- 3. Select **Pending Approval** from the main menu.
- 4. The **Pending Approval** screen will be displayed with a list of payments needing approval.

Ellis & Regiment         Payre Management         Payment Records         Funding Accounts         Administration         Hitp           Mr.Stb.   Pending Approval   Main Penments   Env Invisos         Invisos         Hitp         Hitp         Hitp								
Pending Approv Here's a list of paymen	val Its that need to be reviewed. Please approve the appropr	ate payments and then click "Approve payme	ints."					
Approve	Send To	Amount	Pay From	Deliver By	Initiated By			
	Tester, 1234	500.00	Checking, *8201	12/05/2017	Sub User	View • Edit • Cancel		
Since the original pay	Since the original payment date has already passed, your new payment date will be 122/12017. If you would like to change this payment date, please click the "Edit " link.							
•	Tester, 1234	1.50	Checking, *8201	12/21/2017	Tester2 Testing2	<u>View</u> • Edit • Cancel		
Approve payments	Select all • De-select all							

#### 5. Select:

- **View** to view the details of the payment
- Edit to edit any information in the payment. Since only the Admins are allowed to approve pending items, they are also allowed to edit the payment without additional approval.
- **Cancel** to delete the payment
- 6. Select the checkbox(es) next to the appropriate payment(s).
- 7. Select Approve Payment.





8. A confirmation screen will be displayed.







## **Bill Pay – Pay Invoice**

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** tab from the left-hand navigation menu then select **Bill Pay**.
- 2. The Dashboard will be displayed.

Bills & Payments	Management Payment Recut	Funding Accounts Administration Help					
My Bills   Pending Apportal   M	My Bills   <u>Bendinz App of</u>   <u>Male Paymenta</u>   <u>Bay Involves</u>   <u>Messaes</u>						
My Bills							
Your Bill Inbox presents the bills	you received online. Select the bills you want to p	ay and click "Schedule payments." For bills received in the mail or t	o make any other payment, access the Make Payment	ts page. To view scheduled and in process payments go to your Payment Outbox.			
Bill Inbox							
There are currently no items i	There are currently no items in your inbox.						
Payment Outbox							
Deliver By	Send To	Paid From	Check	Amount			
11/28/2017	ABC Lawn Co	Checking, *8201	9000	100.00 In-Process • View Payment			
			Total:	\$100.00			
View payments - last 3	View payments - last 30 days						

- 3. Select **Pay Invoice** from the main menu.
- 4. The **Pay Invoice** screen will be displayed.

Bills & Payments	Payee Management	Payment Records	Funding Accounts	Administration
	oval   <u>Make Payments</u>   Pay	Invoices   Messages		
Pay Invoices				
Do you need to <u>make</u>	a standard payment? Learn	more		
	s of your payment and click "S , click "Add another invoice." I			
Send to:	Select a payee V			
Deliver by:	12/01/2017			
Use funds from:	Checking V			
Payment category:	None V			
Memo:				
Invoices				
	ivoice lumber	Amount: D	escription	
Invoice 🗸	Invoice:	\$		
	Discount: Adjustment:	\$		
	Type:	Credit V		
	Net:	\$ 0.00		
	Total invoice	es: \$ 0.00 <u>U</u>	odate total	
Submit invoices	Add another invoice			

- 5. Enter the following fields:
  - Send to select the payee from the drop-down menu
  - **Deliver by** use the calendar icon to select the payment date
  - Use funds from use the drop-down menu to select your account to be debited for the payment
  - **Payment category** this is an optional field. Use the drop-down menu to select a category.





- Memo use this field to enter a note on the payment
- 6. Under the **Invoice** heading complete the following fields:
  - **Type** select an invoice type from the drop-down menu
  - Invoice Number enter the number of the invoice to be paid
  - Amount enter the amount in the correct category
  - Description this is an optional field, enter a description for the invoice
- 7. Select Submit Invoices.
- 8. A confirmation message will be displayed.

ay Invoices Confin	mation					
he following invoices ancel these paymen age now.					<u>I</u>	
Send to:	Tester					
Deliver by:	12/04/201	17				
Use funds from:	Checking	Checking, *8201				
Payment status:	Schedule	Scheduled				
Payment category: Nor		lone				
Memo:						
Note:	Add a not	te to this payment				
Invoices						
Type Invoice	Number		Amount	Description		
Invoice 123		Invoice:	100.00			
1110100 120		Discount:	-1.00			
120		Adjustment: Net:	0.00			





# **Bill Pay – Payment Records**

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** tab from the left-hand navigation menu then select **Bill Pay**.
- 2. The Dashboard will be displayed.

Bits & Payments         Reves Machinet         Payment Records         Fundre Accounts         Administration         Help           Wy Bits / Bendles Account / Matrix, cents / Bezzhootes / Messaces            Help							
My Bills							
Your Bill Inbox presents the bil	Your Bill Inbox presents the bills you received online. Select the bills you want to pay and click "Schedule payments" For bills received in the mail or to make any other payment, access the Make Payments page. To view scheduled and in process payments go to your Payment Outbox.						
Bill Inbox	Bill Inbox						
There are currently no items	There are currently no items in your inbox.						
Payment Outbox							
Deliver By	Send To	Paid From	Check	Amount			
11/28/2017	ABC Lawn Co	Checking, *8201	9000	100.00 In-Process · View Payment			
			Total:	\$100.00			
View payments - last 30 days							

3. Select **Payment Records** from the main menu.

Bills & Payments Payee Mane View Reports   Search Records	agement Payment Records Funding Account	ts Administration Help					
View Reports	View Reports						
Select a different report to view:	ate a report	s 'Select a different report to view' listbox. If you want to add a report to this listb	or, go to the <u>Create a Report</u> page.	Print I Download I Editidelete re			
Deliver By Date	Paid To	Amount Status/Confirmation	Paid From				
11/28/2017	ABC Lawn Co	\$100.00 Completed LBXBVZG4	Checking, "8201 Check 9000	Payment details Add a Note			
Grand total:		\$100.00					

- 4. Use the drop down menu to adjust the time frame of payments.
- 5. Select View.
- 6. Select **Payment Details** to view information on an item or *Add a Note* to add information to the payment.
- 7. Select **Create a Report** to run a report with various selection criteria.




8. Enter the following fields:

Create a Report			
	ase complete the following info		
Select a different report to Edit/delete an existing repo	view" listbox on the View Repo rt" link at right below.	rts page. To edit or de	elete a report, click the
			Edit/delete an existing repo
Report title:			
Time frame:	<ul> <li>Use pre-defined ran</li> </ul>	ge	
	Last 30 Days	~	
	O Define custom date	range	
	From: 10/30/2017	To: 11/2	9/2017
Subtotal:	Do Not Subtotal V		
Include:	Filed items	npaid bills	
Payees:	Select all payees De-	select all payees H	ide inactive payees
	ABC Lawn Co		Tester
Funding accounts:	Select all accounts De	e-select all accounts	
	Checking, *8201		
Payment statuses:	Select all statuses De	-select all statuses	
		Canceled [	Insufficient Funds
		In-Process	Pending
Options:	Save as default rep	ort 🗌 Show au	dit activity for each payment

- **Report title** create a name for the report
- **Time Frame** select the appropriate time frame for this report
- Subtotals use the drop-down menu to select the appropriate category
- Include select the appropriate type of item for the report
- **Payees** select the payee(s) to be included on the report
- **Funding Account –** select the appropriate funding account for the report
- **Payment Statuses** select the appropriate status(es) for the report
- **Options** select the appropriate option for the report
- 9. Select Create a Report.
- 10. A list of items that match the report criteria will be displayed.





# **Bill Pay – Funding Account**

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** tab from the left-hand navigation menu then select **Bill Pay**.
- 1. The Dashboard will be displayed.

My Bills Your Bill Inbox presents the bills you rece				
Your Bill Inbox presents the bills you rece				
	ived online. Select the bills you want to pay	and click "Schedule payments." For bills received in the mail or	to make any other payment, access the Make Payment	ts page. To view scheduled and in process payments go to your Payment Out
Bill Inbox				
There are currently no items in your in	ibox.			
Payment Outbox				
Deliver By	Send To	Paid From	Check	Amount
11/28/2017	ABC Lawn Co	Checking, "82"	9000	100.00 In-Process - View Payment
			Total:	\$100.00

2. Select Funding Account from the main menu.

Bills & Payments	Payee Management	Payment Records	Funding Accounts	Administration	Help		
Funding Account List							
Funding Accoun							
Here is a list of your cur	rrent funding accounts.						
Funding Account				Description		Status	Default Account
Checking *9204				TestBank Checking		Active	Yes

3. A list of funding accounts setup for Bill Pay will be displayed.





# **Bill Pay – Administration**

# **Important message:**

Users can no longer use the Administration module within the Business Bill Pay platform to make any adds or edits. All additions and changes must be made within the Q2 under Users, User Roles and/or Bill Pay Admin features.





# **Book Transfer**

Allows the user to transfer money between their company accounts, depending on user entitlements.

*Note: The Book Transfer module is where users with the proper entitlements will create Loan Payments.* 

### **Individual Transfers**

 Upon logging into Business Online Banking each user will be brought to the Home screen. Select the Payments/Transfers tab from the left-hand navigation menu then select Book Transfer.

Cust	omers		Welcome back, Peg D
Online	e transfer history and recurring	transfers can be viewed in the Activity Center.	×
ជ	Ноте	Funds Transfer	Q Search transactions
	Messages		
•	Reports	Individual Transfers Multi-Account Transfers	All Pending Processed
	Statements		12/21/2019 #12441 Funds Transfer \$0.10
8	Payments/Transfers ^	From Account	Ø Drafted
	Payments Hub	$\sim$	
	ACH/Wire	To Account	
	ACH Pass-Thru	$\checkmark$	
		Amount	
	Book Transfer	\$ 0.00	
	Recipients	Frequency	
	Stop Payment	One time transfer	
	Tax Payment	Transfer Date	
	Wire Activity	12/21/2019	
	Remote Deposit (DLM)		
	Enhanced Services V	Memo (optional)	
且	Administration ~	Enter letters and numbers only	
	Locations	Transfer Funds	

- 2. Select the **From Account** from the drop-down menu.
- 3. Select the **To Account** from the drop-down menu.
- 4. In the **Amount** field enter the amount of the transfer or Loan Payment.
- 5. If a Loan Account was select in the To Account field, select a **Payment Type** from the dropdown menu.
  - Regular Payment this option allows for the standard principal and interest
     payment
  - Extra Principal Payment this option allows for an interest only or principal only payments
- 6. Select a **Frequency** from the drop-down menu.
- 7. Use the calendar icon to select the **Transfer Date**.
- 8. The **Memo** field is optional.





- 9. Select Transfer Funds.
- 10. A confirmation message will be displayed.







### **Multi-Account Transfers**

*Note: The Multi-Account Transfer option cannot be used to make Loan Payments.* 

1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** tab from the left-hand navigation menu then select **Book Transfer**.

Cust	omers		Welcome back, Peg D
Online	e transfer history and recurring	transfers can be viewed in the Activity Center.	×
ជ	Ноте	Funds Transfer	Q. Search transactions
	Messages		
	Reports	Individual Transfers Multi-Account Transfers	All Pending Processed
	Statements		12/21/2019 #12441 Funds Transfer \$0.10
8	Payments/Transfers ^	From Account	Ø Drafted
	Payments Hub	$\sim$	
	ACH/Wire	To Account	
	ACH Pass-Thru	$\sim$	
		Amount	
	Book Transfer	\$ 0.00	
	Recipients	Frequency	
	Stop Payment	One time transfer	
	Tax Payment	Transfer Date	
	Wire Activity	12/21/2019	
	Remote Deposit (DLM)		
	Enhanced Services V	Memo (optional)	
₿	Administration ~	Enter letters and numbers only	
	Locations	Transfer Funds	

- 2. Click on Multi-Account Transfers under the page heading.
- 3. Once templates are created, they will be displayed. Select a template or select the **Create Template** button.

Cust	omers Bank					Welcome back, Peg D
ស៊	Home	Funds Transfer				
	Messages					
	Reports	Individual Transfers	Multi-Account Transfers			
≡	Statements	9 Search			Create Template	Transfer Funds
8	Payments/Transfers ^	. south				
	Payments Hub	Available Templates				
	ACH/Wire	Name -		Transfers -		Actions
	ACH Pass-Thru					
		🟠 Testing			2	:
	Book Transfer					
	Recipients					
	Stop Payment					
	Tax Payment					
	Wire Activity					
≡	Remote Deposit (DLM)					
	Enhanced Services V					
	Administration 🗸					





### Create Template

Allows the user to create multiple account transfer templates.

#### *Note: The Multi-Account Transfer option cannot be used to make Loan Payments.*

4. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** tab from the left-hand navigation menu then select **Book Transfer**.

Cust	omers Bank		Welcome back, Peg D
Onlin	e transfer history and recurring	transfers can be viewed in the Activity Center.	×
ជ	Ноте	Funds Transfer	Q Search transactions
	Messages		
	Reports	Individual Transfers Multi-Account Transfers	All Pending Processed
	Statements		12/21/2019 #12441 Funds Transfer \$0.10
8	Payments/Transfers ^	From Account	Ø Drafted
	Payments Hub	$\sim$	
	ACH/Wire	To Account	
	ACH Pass-Thru	~	
		Amount	
	Book Transfer	\$ 0.00	
	Recipients	Frequency	
	Stop Payment	One time transfer	
	Tax Payment	Transfer Date	
	Wire Activity	12/21/2019	
	Remote Deposit (DLM)		
	Enhanced Services 🗸 🗸	Memo (optional) Enter letters and numbers only	
	Administration ~	Enter retters and numbers only	
0	Locations	Transfer Funds	

5. Click on Multi-Account Transfers under the page heading.

Cust	omers Bank	Welco	me back, Peg D
ជ	Home	Funds Transfer	
	Messages		
	Reports	Individual Transfers Multi-Account Transfers	
	Statements	9, Search Create Template Trans	sfer Funds
	Payments/Transfers ^		
	Payments Hub	Available Templates	
	ACH/Wire	There are no templates to display	
	ACH Pass-Thru		
	Book Transfer		
	Recipients		
	Stop Payment		
	Tax Payment		
	Wire Activity		
	Remote Deposit (DLM)		
	Enhanced Services V		

6. Select Create Template.





7. Complete the required fields.

Cust	comers Bank				Welcome back, Peg D			
ය ව	Home	Funds Transfer						
J	Reports	Template Properties						
≡	Statements	Template Name	Template Access Righ 11 of 15 user roles sel					
8	Payments/Transfers ^							
	Payments Hub	Origination Details						
	ACH/Wire	Memo	mo Push Memo to All					
	ACH Pass-Thru			Push Memo to	5 All			
		Transfers (3)	0 Field	accounts in transfor	:			
	Book Transfer	Transfers (5)	, Find	G Find accounts in transfer				
	Recipients							
	Stop Payment	From Account	To Account	Amount				
	Tax Payment	Search by name or num	9. Search by name or num	\$0.00	:			
	Wire Activity							
≡	Remote Deposit (DLM)	9. Search by name or num	Q. Search by name or num	\$0.00	:			
	Enhanced Services V							
	Administration ~	Search by name or num	Search by name or num	\$0.00	:			
0	Locations							
٢	Settings ~	\$0.00 3 transfers			Cancel Save			

- Template Name create a name for the template
- Template Access Rights select the user to have access to this template
- Memo optional field

Note: Select Push Memo to All if every transfer in the template should have the same memo message attached.

- From Account use the Search by name or num field to select a From account
- To Account use the Search by name or num field to select a To account
- Amount enter the amount of each transfer
- 8. Select the ellipses for additional options.

Cust	omers Bank					Welcome back, Peg D
=	Statements Payments/Transfers	Template Name		Access Rights er roles selected		
	Payments Hub	Origination Details Memo				
	ACH/Wire				Push Memo to	All
		Transfers (3)		۹. Find accounts in	transfer	:
	Book Transfer Recipients					
	Stop Payment	From Account	To Account	Amou	nt	Snow payment actions
	Tax Payment Wire Activity	Test Acount \$30.40	Statement Savings	\$1.18	\$0.01	
	Remote Deposit (DLM)	Statement Savings	Test Acount	\$30.40	\$0.02	Copy -
	Enhanced Services ~ Administration ~					Expand Row
 ⊘	Administration ~	Q. Search by name or num	Q Search by name	or num	\$0.00	
\$	Settings ~			+ Add another transf	er	
0 -	Help Log Off	\$0.03				
		3 transfers				Cancel Save

9. A total number of transfers and the total amount will display at the bottom on the page.





- 10. Select Save.
- 11. A Saving Template screen will be displayed.

(i)
Saving Template
Your template is being saved. Please be patient
$\circ$

12. A confirmation pop up box will be displayed.



13. Select **Pay** to transfer the funds.

### **Templates**

14. To select a template, click on the ellipsis to make a transfer.

Customers	k					Welcome back, Peg D
fəə Home		Funds Transfer				
Messages		rands fransier				
Reports		Individual Transfers	Multi-Account Transfers			
Statements		9. Search			Create Template	Transfer Funds
Payments/Tr	nsfers 🦯					
Payments Hu		Available Templates				
ACH/Wire		Name ~		Transfers 🗠		Actions
ACH Pass-Th					Click to view te	mplate actions
Bill Pay		🟠 Testing			2	
Book Transfe					Transfer	Funds
Recipients					Edit	
Stop Paymer					Сору	
Tax Payment					Delete	
Wire Activity						

- 15. Select Transfer Funds.
  - Edit allows the user to edit the template information
  - **Copy** allows the user to copy the template
  - **Delete** allows the user to delete the template





16. The template instruction page will be displayed.

Cust	omers Bank		Welcome back, Peg D
ជ	Home	Testing (Funds Transfer)	Edit Template
	Messages		
	Reports	Origination Details	
	Statements	Transfer Date         Recurrence           Ø Use same Date for all transfers         None	
	Payments/Transfers ^	None (BP)	
	Payments Hub	Memo	
	ACH/Wire	Push Memo to All	
	ACH Pass-Thru		
		Transfers (2) Filters: All Paid Not Paid Q. Find accounts in transfer	:
	Book Transfer		
	Recipients	From Account Amount	
	Stop Payment	Test Acount Statement Savings	
	Tax Payment	Test Acount Savings \$0,01	:
	Wire Activity	Statement Savings Test Acount 50.03	
	Remote Deposit (DLM)	Statement Savings I.18 IEST Acount \$30,40	:
	Enhanced Services V		
	Administration V	\$0.03 2 transfers	ncel Submit
0	Locations	2 densiers	

- 17. Under **Transfer Date** select the checkbox to **Use same Date for all transfers** in the template or uncheck the box and use the calendar icon next to each transfer.
- 18. The total number and amount of the transfer template will be displayed at the bottom of the page.
- 19. Select Submit.
- 20. The **Payment Processing** box will be displayed.



21. A confirmation message will be displayed.

( Transactions Approved	×
Betch ID: 27 # of Transfers: 2 Total Amount: 50.03	
Close View in Activity Center	





### **Transfer Funds**

Allows the user to create multiple transfers at once.

#### Note: The Multi-Account Transfer option cannot be used to make Loan Payments.

22. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** tab from the left-hand navigation menu then select **Book Transfer**.

Cust	omers		Welcome back, Peg D
Online	e transfer history and recurring	transfers can be viewed in the Activity Center.	×
ជ	Ноте	Funds Transfer	Q Search transactions
	Messages		
	Reports	Individual Transfers Multi-Account Transfers	All Pending Processed
Ξ	Statements		12/21/2019 #12441 Funds Transfer \$0.10 Ø Drafted
8	Payments/Transfers ^	From Account	2 Draited
	Payments Hub	$\sim$	
	ACH/Wire	To Account	
	ACH Pass-Thru	$\sim$	
	Bill Pay	Amount	
	Book Transfer	\$ 0.00	
	Recipients	Frequency	
	Stop Payment	One time transfer	
	Tax Payment	Transfer Date	
	Wire Activity	12/21/2019	
≡	Remote Deposit (DLM)		
	Enhanced Services 🗸 🗸	Memo (optional) Enter letters and numbers only	
	Administration ~	enter retters and numbers only	
0	Locations	Transfer Funds	

- 23. Click on Multi-Account Transfers under the page heading.
- 24. Complete the required fields.

Cust	omers Bank						Welcome	back, Peg D
ស	Home	Funds Transfer					Uploa	d From File
	Messages							
<b>a</b>	Reports	Origination Details						
≡	Statements	Transfer Date  Use same Date for all transfers		Recurrence				
	Payments/Transfers ^		<b>*</b>	- Hone				
	Payments Hub	Memo				_		
	ACH/Wire					Push	Memo to All	
	ACH Pass-Thru							
		Transfers (3)		् Find a	counts in transfer			:
	Book Transfer							
	Recipients	From Account	To Accou	int	Amount			
	Stop Payment						·	
	Tax Payment	Q. Search by name or num	9, Sei	arch by name or num		\$0.00	Click to view additional fields.	:
	Wire Activity							
≡	Remote Deposit (DLM)	Search by name or num	9, Sei	arch by name or num		\$0.00		:
	Enhanced Services V					\$0.00		
₿	Administration ~	<ul> <li>Search by name or num</li> </ul>	9, 56	arch by name or num		>0.00		
0	Locations	\$0.00						
٢	Settings ~	\$0.00 3 transfers					Cancel	Submit

25. Under **Transfer Date** select the checkbox to **Use same Date for all transfers** in the template or uncheck the box and use the calendar icon next to each transfer.





• Memo – optional field

Note: Select Push Memo to All if every transfer in the template should have the same memo message attached.

- From Account use the Search by name or num field to select a From account
- To Account use the Search by name or num field to select a To account
- Amount enter the amount of each transfer
- 26. A total number of transfers and the total amount will display at the bottom on the page.
- 27. Select Submit.
- 28. The **Payment Processing** box will be displayed.

i
Payments Processing
Your payments have been received and are being processed. Please be patient

29. A confirmation box will be displayed.







# Recipients

Create recipients for both ACH and Wire Transfers. Once recipients are created the user can use the search features within ACH and Wire Transfers to auto-populate those fields.

1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** tab from the left-hand navigation menu then select **Recipients**.

Custo	omers			Welcome back, Peg D
ភ	Home	Recipients		
	Messages			
	Reports	New Recipient	9, Search	
=	Statements			
	Payments/Transfers ^	Name A Email Address A	Number of Accounts +	Actions
	Payments Hub	ABC China		1 1
	ACH/Wire			
	ACH Pass-Thru	Blue Ivy Records		1
	Bill Pay	bofa		1 :
	Book Transfer	Doggy Day Care		1 :
	Recipients	Doggy Day Care		•
	Stop Payment	Finnoff International LLC		1 .
	Tax Payment	John Smith		1 :
	Wire Activity	Maureen		1 :
≡	Remote Deposit (DLM)	Click to edit recipient		•
	Enhanced Services ~	Maureens Boutique		1
盟	Administration ~	Peg Donovan (1)		1 II
0	Locations	Peg s Party Planners		1 :
٢	Settings ~			•

Note: The first time accessing the Recipients tab the screen will be blank. As recipients are created, they will appear on this page. Except for customer who were converted, the ACH and Wire Transfer recipients from the old Business Online Banking platform will display on this page.

2. Select New Recipient.

Cust	omers Bank					Welcome back,	Peg D
ଜ	Home	Add Recipient					
	Messages	Display Name *		Email Address			
	Reports						
≡	Statements	Accounts (1)				+ Add account	~
8	Payments/Transfers ^	Accounts(1)					
	Payments Hub	Account	Payment Type	Financial Institution (FI)	Routing Number		
	ACH/Wire	Account - New	ACH and Wire		N/A	:	
	ACH Pass-Thru	Payment Type		Beneficiary Type			
	Bill Pay	ACH and Wire	$\sim$	Domestic $\checkmark$			
	Book Transfer	Account Type *		Account *			
	Recipients	Select Account Type	$\sim$				
	Stop Payment	Financial Institution (FI)		ACH Routing Number *			
	Tax Payment	Beneficiary FI 💿					
	Wire Activity	Name *		Country *	FI ABA Number *		
≡	Remote Deposit (DLM)			United States $\sim$			
	Enhanced Services ~	Address 1 *		Address 2	City *		
	Administration ~						
0	Locations	State *		Postal Code *			
8	Settings ~	Select State	~				





- 3. Complete the required fields:
  - **Display Name** how the name of the recipient should display on the main page
  - **Email address** this field is optional and is used to generate an e-mail to the recipient when a transaction is processed
  - Payment Type use the drop-down menu to select if this recipient will be used to create ACH transactions, Wire Transfers or both

# Note: International Wire Transfer recipients must have the Payment Type of Wie only to display when creating and International Wire Transfer.

- Account Type use the drop-down menu to select whether the recipients account is a Checking, Saving or Loan
- Account enter the recipient's account number
- Financial Institution (FI) enter the receiving bank name or ABA number in the search box and select then appropriate bank from the list

# Note: The remaining Receiving Beneficiary bank fields will auto-populate with the selected bank's information.

- Intermediary FI this field is only used if the Wire Transfer has to go to an intermediary bank before reaching the beneficiary bank
- Wire Name enter a Wire Transfer name, this can be the same as the display name from the top of the page
- ACH Name enter an ACH name, this can be the same as the display name from the top of the page
- ACH ID enter the ACH ID from your accounting/payroll system
- Country select the recipient's country from the drop-down menu
- Address 1 enter the street address of the recipient

# *Note: P.O. Box addresses cannot be used for Wire Transfers. The physical street address must be entered.*

- Address 2 optional field depending on country selected
- **City** enter the city of the recipient, only used for US residents
- State select the State of the recipient from the drop-down menu, only used for US residents
- Zip enter the Zip Code of the recipient, only used for US residents
- 4. Select Save Recipient.





# **Stop Payments**

1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** tab from the left-hand navigation menu then select **Stop Payment**.

Cust	omers Bank		Welcome back, Peg D
Stop F	ayments are for checks only ar	id will be effective for 6 months. Fees may apply. If you wish to place a stop payment on an ACH, please contact us.	×
ដា	Home	Stop Payment	
	Messages	Complete the fields below to make a stop payment request based on known payment information.	
J	Reports	Request type	
=	Statements	Single Check	
	Payments/Transfers ^	O Multiple Checks	
	Payments Hub	Account	
	ACH/Wire	Select an account	
	ACH Pass-Thru	Check number	
	Bill Pay		
	Book Transfer	Check amount (optional) Check date (optional)	
	Recipients	\$0.00	
	Stop Payment	Payee name (optional)	
	Tax Payment		
	Wire Activity	Note (optional)	
=	Remote Deposit (DLM)		
	Enhanced Services 🗸 🗸		
⊞	Administration ~	Request stop payment	
0	Locations		

- 2. Select the appropriate radio button:
  - Single Check enter a stop payment on one check at a time
  - Multiple Checks enter stop payments on a range of checks
- 3. Select an **Account** from the drop-down menu.
- 4. Enter the check number.

*Note:* For the multiple Stop Payments enter the starting check number in the range and the ending check number in the range.

- 5. The Check amount field is optional.
- 6. The **Check date** field is optional.
- 7. The **Payee name** field is optional.
- 8. The **Note** field is optional.
- 9. Select Request stop payment.





10. A confirmation pop up message will be displayed.



11. Select **View in Payment Hub** to see the status of the Stop Payment.

	ACH/Wire	Created date -	Status -	Approvals	Transaction Type 👻	Account -	An	nount -	
	ACH Pass-Thru	Track	ing ID: 12440	0		Amou	nt: \$1.00		
	Bill Pay	Created: 12/20/2019 3:25 PM			Account Numb	er: Test Acount 5618816			
	Book Transfer		ed By: Peg D prized: 12/20/			Check Numb	er: 9855		
	Recipients	Authoriz	ed By: Peg D						
	Stop Payment	Will proce	ss On: 12/20/	2019					
	Tax Payment	Transaction P	rocess						
	Wire Activity			Company			Financial Instit	ution	
	Remote Deposit (DLM)		(San)		(Tan)		Step	6	
	Enhanced Services 🛛 🗸		<u>(</u> )–		2		3	4	)
8	Administration V			_					
9	Locations	12/	Drafted 20/2019 3:25 F	PM	Approval(s) 1. 12/20/2019 3:25 PM		Authorized 12/20/2019 3:25 PM	Proce: 12/20/	
<u></u>	Settings 🗸 🗸		Peg D		Peg D				
?	Help								
Э	Log Off								
		12/20/2019	Processed	1 of 1	Stop Payment - Tracking ID:	12439 Test Acoun	ι	\$1.00	





# **Tax Payments**

1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** tab from the left-hand navigation menu then select **Tax Payment**.

Cust	omers Bank	Welcome to
៨	Home	Tax Payments
	Messages	lock together togethe
J	Reports	State or Federal Authority
	Statements	Q. Select Authority
	Payments/Transfers	Select a tax form to begin
	Payments Hub	
	ACH/Wire	
	ACH Pass-Thru	
	Bill Pay	
	Book Transfer	
	Recipients	
	Stop Payment	
	Tax Payment	
	Wire Activity	
=	Remote Deposit (DLM)	
	Enhanced Services	
≞	Administration	
0	Locations	
(Ĉ);	Settings	

2. In the search box under **State or Federal Authority**, click the box and a list of all State and Federal tax payment options will display.

ust	omers Bank		Welcome back, Pe
ជ	Home	Tax Payments	
	Messages		
	Reports	State or Federal Authority	
	Statements	د چاہد Authority ۹، Filter forms	
	statements	Alaska	
3	Payments/Transfers	Alabama	
		Se Arkansas	
	Payments Hub	Arizona	
	ACH/Wire	California	
		Colorado	
	ACH Pass-Thru	Connecticut	
	Bill Pay	District of Columbia	
	Den Pay	Delaware	
	Book Transfer	Federal	
	Recipients	Showing 10 of 50 Items. Please narrow your search.	
	Stop Payment		
	Tax Payment		
=	Remote Deposit (DLM)		
	Enhanced Services	✓	
	Administration	<b>~</b>	
0	Locations		
ŝ	Settings	→	

3. Select the appropriate option.





4. A list of tax forms will be displayed.

Custo	omers Bank		Welcome back, Peg D
ជ	Home	Tax Payments	
	Messages		
	Reports	State or Federal Authority	
	Statements	Massachusetts	
8	Payments/Transfers ^		
	Payments Hub	Cigarette Tax	>
	ACH/Wire	Corporate Excise Tax - Domestic	>
	ACH Pass-Thru	Corporate Excise Tax - Foreign	>
	Bill Pay		
	Book Transfer	Excise on Banks	>
	Recipients	Excise on Insurance (Domestic for Premium)	>
	Stop Payment	Excise on Insurance (Foreign Life, A and H)	>
	Tax Payment		
	Wire Activity	Excise on Public Utilities (Gas and Electric)	>
	Remote Deposit (DLM)	Meals Tax	>
	Enhanced Services V	Miscellaneous Excise (Aviation Gasoline)	>
B	Administration V		
	Locations	Miscellaneous Excise (Gasoline)	>
sAz	Konlinebanking/uuxaspx≢/commercial/ti	Micrallaneous Excise (Jet Fuel)	>

- 5. Select the appropriate form.
- 6. Complete the required fields.

Customers Bank Wetcome back										
ជ	Home	< Back								
	Messages	Maria Inc. Inc. T								
	Reports	Massachusetts State Tax	es							
≡	Statements	From Subsidiary	Tax ID	Taxpayer Name						
	Payments/Transfers ^	ABC Company 🗸 🗸	041111111							
	Payments Hub	From Account	Payment Amount	Payment Effective Date						
	ACH/Wire	Select From Account 🗸 🗸	\$0.00	#*) #						
	ACH Pass-Thru	Tax Period End Date	To Account Routing Number	To Account						
		ŧ	011000206	562474213						
	Book Transfer									
	Recipients			Cancel Draft Approve						
	Stop Payment									

- 83. If the company is setup on dual approval, select **Draft**. If the company is not setup for dual approval, select **Approve**.
- 84. A confirmation message will be displayed.

()	×
Transaction Drafted	
Transaction requires 1 approval(s).	
Transaction ID: 13229	
Total Amount: \$1.00	
Close View in Payment Hub	

85. Select the **View in Payment Hub** to approve the transaction.





# **Wire Activity**

The Wire Activity report displays outgoing Wire Transfers in various status and incoming Wire Transfer.

### Outgoing

1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** tab from the left-hand navigation menu then select **Wire Activity**.

Cust	omers Bank							Welcome back, Peg
ជ	Home	Wire Activ	ity					
	Messages		ity					
J	Reports	٩						☆ ☎ ⊻ ⋾
=	Statements	Outgoing (9)	Incoming (3)					
=	Payments/Transfers							
	Payments Hub	Tracking ID 🚽	Process Date 😓 Ar	mount 🚽	Recipient	Receiving Institution	From Account	IMAD
	ACH/Wire	191212111229H8	12/12/19	\$0.01	Test	ONEUNITED BANK	Test Acount	20191212MMQFMC940000
	ACH Pass-Thru	- 00	12/12/19	30.01	1234	011001276		02
	Bill Pay	191212111200H8 00	12/12/19	\$0.02	Testing 123456789	FEDERAL RESERVE BANK OF BOSTON 011000015	Test Acount	20191212MMQFMC940000 03
	Book Transfer							
	Recipients	191212112705CC 99	12/12/19	\$0.07	TEST ACCOUNT	Unavailable	Test Acount	20191212MMQFMC940000 04
	Stop Payment	191212112930CC	12/12/19	\$0.10	TEST ACCOUNT		Test Acount	20191212MMQFMC940000
	Tax Payment	99	121217	\$0.10	1231 ACCOUNT	Unavailable		05
	Wire Activity	191202095843H8 00	12/02/19	\$0.01	Doggy Day Care 987654321	THE BANK OF NEW YORK MELLON 011001234	Test Acount	20191212MMQFMC940000 01
	Remote Deposit (DLM)							
	Enhanced Services	191125163443H8 00	11/25/19	\$0.04	Blue Ivy Records 94875648	BANK OF AMERICA N A IL 071000039	Test Acount	CANCELED
8	Administration	191125163031H8			Doggy Day Care	THE BANK OF NEW YORK	Test Acount	20191125MMQFMC940000
0	Locations	00	11/25/19	\$0.03	987654321	MELLON 011001234		03
٩	Settings	191125162211H8	11/25/19	\$0.02	Peg s Party Planners	EASTERN BANK	Test Acount	Awaiting IMAD

- 2. In the search box enter information on an originated Wire Transfer.
- 3. Select the **Star** icon to mark a Wire Transfer as a favorite.
- 4. Select the **Printer** icon to print the list of Wire Transfers.
- 5. Select the **Down Arrow** icon to export the Wire Transfer information.
- 6. Select the **3 Line** icon to Show or Hide the filter option.





7. Click on any Wire Transfer to display additional information.

Custo	omers							Welcome back, Peg D
ជ	Home	Wire Activ	/itv/					
	Messages	[	vicy					
•	Reports	٩						☆ ☺ ⊻ ≂
	Statements	Outgoing (9)	Incoming (3)					
	Payments/Transfers ^							
	Payments Hub	Tracking ID 🔶	Process Date 🚽 Am	nount -	Recipient	Receiving Institution	From Account	IMAD
	ACH/Wire	191212111229H	B 12/12/19	\$0.01	Test	ONEUNITED BANK		20191212MMQFMC940000
	ACH Pass-Thru	00			1234	011001276		02
	Bill Pay	Origination Infor	mation 12/12/19 11:12 AM		Beneficlary Info To	Test		
	Book Transfer	Account	\$0.01		Account	C - *1234 ONEUNITED BANK		
	Recipients					Please Update BOSTON, MA 00000		
	Stop Payment				Routing #	011001276		

### Incoming

8. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select the **Payments/Transfers** tab from the left-hand navigation menu then select **Wire Activity**.

Custo	omers Bank							Welcome back,
ជ	Home	Wire Activi	tv					
	Messages		i cy					
	Reports	9		-	<u> </u>			☆ 🖻 Ŧ
	Statements	Dutgoing (9)	Incoming (3)		)			
	Payments/Transfers ^			/				
	Payments Hub	Tracking ID 🚽	Process Date 😓 Amoi	unt -	Recipient	Receiving Institution	From Account	IMAD
	ACH/Wire	191212111229H8	12/12/19	\$0.01	Test	ONEUNITED BANK	Test Acount	20191212MMQFMC94000
	ACH Pass-Thru	00			1234	011001276		02
	Bill Pay	191212111200H8 00	12/12/19	\$0.02	Testing 123456789	FEDERAL RESERVE BANK OF BOSTON 011000015	Test Acount	20191212MMQFMC94000 03
	Book Transfer	-						
	Recipients	191212112705CC 99	12/12/19	\$0.07	TEST ACCOUNT	Unavailable	Test Acount	20191212MMQFMC94000 04
	Stop Payment	191212112930CC	12/12/19	\$0.10	TEST ACCOUNT		Test Acount	20191212MMQFMC94000
	Tax Payment	99	121210 2010 101 400		TEST ACCOUNT	Unavailable		05
	Wire Activity	191202095843H8 00	12/02/19	\$0.01	Doggy Day Care 987654321	THE BANK OF NEW YORK MELLON 011001234	Test Acount	20191212MMQFMC94000 01
	Remote Deposit (DLM)	-						
	Enhanced Services ~	191125163443H8 00	11/25/19	\$0.04	Blue Ivy Records 94875648	BANK OF AMERICA N A IL 071000039	Test Acount	CANCELED
B	Administration ~	191125163031H8	11/25/19	\$0.03	Doggy Day Care	THE BANK OF NEW YORK	Test Acount	20191125MMQFMC94000
	Locations	00	11/25/19	\$0.03	987654321	MELLON 011001234		03
٩	Settings ~	191125162211H8	11/25/19	\$0.02	Peg s Party Planners	EASTERN BANK	Test Acount	Awaiting IMAD





9. Select **Incoming** under the Wire Activity heading.

Cust	omers Bank							Welcome back, Peg D
ជ	Home	Wire Activ	vity					
	Messages		vicy					
	Reports	٩						☆ ▣ ⊥ ਵ
	Statements	Outgoing (9)	Incoming (3)	_				
	Payments/Transfers	~						
	Payments Hub	Tracking ID 🚽	Process Date	- Amount -	Sender	Sending Institution	To Account	IMAD
	ACH/Wire	191212113204F1	12/12/19	\$0.10	BANK TEST INC	CUSTOMERS BANK	Test Acount	20191212MMQFMC940000
	ACH Pass-Thru	01			Direct Contract	031302971	Acount	05
	Bill Pay	191206115629F1 05	11/29/19	\$587,684.70	LAND	PNC BANK, N.A. 043000096	Test Acount	20191129MMQFMCND0017 19
	Book Transfer	-				WELLS FARGO BANK	Test	
	Recipients	191122133035F1 00	11/19/19	\$420,000.00	WF	NA 121000248	Acount	2019111911B78A2R000053
	Stop Payment							
	Tax Payment							
	Wire Activity							
	Remote Deposit (DLM)							
	Enhanced Services	-						
	Administration	-						
	Locations							
٢	Settings	-						

- 10. Select the **Star** icon to make a Wire Transfer as a favorite.
- 11. Select the **Printer** icon to the list of Wire Transfers.
- 12. Select the **Down Arrow** icon export the Wire Transfer information.
- 13. Select the **3 Line** icon to Show or Hide the filter option.
- 14. Click on any Wire Transfer to display additional information.

Custo	omers									Welcome	back, I	Peg
ជ	Home	Wire Activ	/itv									
Ø	Messages											
J	Reports	٩								Ģ	Ł	1.
	Statements	Outgoing (9)	Incoming (3)									
3	Payments/Transfers											
	Payments Hub	Tracking ID 👻	Process Date 👻	Amount 🚽	Sender		Sending Institution	To Account	IMAD			
	ACH/Wire	191212113204F1 01	12/12/19	\$0.10	BANK TEST IN	с	CUSTOMERS BANK 031302971	Test Acount	20191212M	MQFMC94	0000	
	ACH Pass-Thru	<u> </u>				031302971		05				
	Bill Pay	Origination Inform Created	nation 12/12/19 11:32 AM	I	Beneficlary Info To	TEST ACCOU	NT					
	Book Transfer	Account Fl	CUSTOMERS BANK		Account Amount	\$0.10						
	Recipients	Routing #	031302971		Routing #	Unavailable						
	Stop Payment							Test				
	Tax Payment	191206115629F1 05	11/29/19	\$587,684.70	LAND		PNC BANK, N.A. 043000096	Acount	20191129MI 19	MQFMCNI	00017	
	Wire Activity	191122133035F1	11/19/19	\$420,000.00	WF		WELLS FARGO BANK, NA	Test Acount	2019111911	378A2R00	0053	
	Remote Deposit (DLM)	00	1012/12				121000248	recount	2010111011	57 08 12 N 0 0		





# **Remote Deposit DLM**

# Login

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select **Remote Deposit DLM** from the left-hand navigation menu.
- 2. The **Dashboard** will be displayed.

Note: The first-time logging in select the eigen icon in the upper right-hand corner.

- Select User Profile.
- User the drop down next to **Scanner** to select your appropriate scanner type.
- Select the **Home** icon from the main menu bar.

### **Scanner Installation**

1. Upon logging in, the **Dashboard** will be displayed.

Research	Reports	tielp -						
	(	Welcome	Peg Donovan!				Create Deposit	
		Customer Merstant rem conveniently of anywhere, from You made you	017 at 10:05 AMI MDOV <b>5 Bank</b> is provide have the depend capture custor eposit checks remotely, in n any device. Ir last deposit for \$0.00 or onal information, please c	a bility to	Location Test Location Account Select an Account Control Total 0.00			
		Deposits Open () Created	Pending ① Red Tracking #	cent 🚺 Status	Location	Account Name	Debit Count	Create Deposit Deposit Total

2. Select the **Help** option from the main menu bar.





3. Select Download WebScan.

Custome	rs Bank				
Â	Research	Reports	Hallon .		
		$\left( \right)$	Download WebScan Download Scanner Driv	ave depote that have been rejected! ers •	Create Deposit
			Help	me Per Donovan!	Location
			About		Test Location 👻
				12/6/2017 at 2:06 PM CTI MDONOVAN, your last login was on 12/6/2017 at 1:05 PM CT.	Account
				Customers Bank is proud to have Test Merchant Customers Commercial as a Customers Bank DirectLink Merchant remote deposit capture customer. Customers Bank DirectLink Merchant gives you the ability to	Select an Account
				conveniently deposit checks remotely, manage your remote check deposits and research those deposits anytime, anywhere, from any device.	Control Total
			· · · · · · · · · · · · · · · · · · ·	/ou made your last deposit for \$6.65 on 9/29/2017 at 9.24 AM (Processed on 9/29/2017).	\$ 0.00
			F	or any additional information, please contact our support team toll-free at 866-928-6676.	
			1	[hank you!	Create Deposit
			De	eposits	
			•	Open 2 Pending 0 Recent (2	

4. A pop-up box will be displayed at the bottom of the screen.



- 5. Select Run.
- Depending on the computer settings you may be required to download Microsoft Visual C++2013. If the pop-up box appears select Yes. If no skip to step 7.

岁 WebScan	- 23
This setup requires the Microsoft Visual C++ 2013 Redistril Microsoft Visual C++ 2013 Redistributable (x86) and run th Visual C++ 2013 Redistributable (x86) can be obtained fror do this now?	e setup`again. The Microsoft

Select **Run** for **vcredist.x86.exe**.

/iew and track your downloads	Search a	lownloads	
lame	Location	Actions	
vcredist_x86.exe 6.20 MB download.microsoft.com	Do you want to run or sav this program?	Run S	iave 🔻
capture.jnlp rdc.customersbank.com	Desktop	C	)pen 🔻
51c18d39-015d-ee3pdf rolb.santanderbank.com	This file couldn't be downloaded.	Retry	Cancel
AgendaDate.ics 486 bytes regonline.com	Downloads	C	)pen 🔻
SmartScreen Filter is turned off.		Turn on	





Select the checkbox in front of I agree to the license terms and conditions, and then select Install.



> Once the install is complete the following message will be displayed.



- Select Close.
- Select **Download WebScan**.



> A pop-up box will be displayed at the bottom of the screen.

Do you want to run or save WebScanCapture_Setup.msi (7.16 MB) from netimagelr5.fidelityifs.com?		_	_	×
🕐 This type of file could harm your computer.	Run	Save	•	Cancel





7. The Welcome to WebScan Setup Wizard will be displayed.



8. Select Next on the Select Installation Folder screen.



9. Select Next on the Confirm Installation screen.







10. The Installing WebScan will be displayed.

Installing WebScan			
WebScan is being installed.			
Please wait			
	Cancel	< Back	Next>

11. The WebScan Post-Install Config screen will be displayed.

Update Settings	
Update URL:	
Origin Domains	
199 New York Concerns	
199 New York Concerns	
Remote Domain URL:	
Add Remove	
Domain Selecte	1
Next	

- 12. In the Update URL field enter: https://netimagelr5.fidelityifs.com/webscan
- 13. In the Remote Domain URL: https://netimagelr5.fidelityifs.com
- 14. Select Add Domain.
- 15. Select Next.
- 16. The WebScan Post-Install Config screen will be displayed.







- 17. Once all items are installed select **Ok**.
- 18. The Installation Complete screen will be displayed.

Installation Complete	5
WebScan has been successfully installed.	
Click "Close" to exit.	
Please use Windows Update to check for any critical updates to the .NET Framework.	
Cancel < Back	Close

- 19. Select Closed.
- 20. Select the **Help** option from the main menu bar.
- 21. Select **Download Scanner Driver**, and then select the appropriate driver.

Research Reports Hot   Download WebScan   Download Scanner Drivers •   Heip   About   Heip   Heip   About   Heip   About   Heip   About   Heip   About   Heip   Heip  <	
Download Scamer Drivers >     me Deg Donovan!     Create Deposit       Heip     ne Deg Donovan!     Test Location       About     exc2017 at 206 PM CTI MDONOVAN, your last login was on 12/6/2017 at 105 PM CT.     Customers Bank DirectLink       Mechanit remote deposit capture customer: Customers Commercial as a Customers Bank DirectLink     Account       Select an Account     Select an Account       You made your last deposit for 56 50 on 92/92/017 at 924 AM (Processed on 92/92/017).     For any additional information, please contact our support team tol-free at 866-528.6676.	
Help       The Peg Lonovani         About       Lock017 at 206 PM CTI MDONOVAN, your last login was on 1262017 at 105 PM CT.         Customers Bank is proud to have Test Mechan Customers Sommersia as a Customers Bank DirectLink for conneinently deposit customer. Customers Bank DirectLink topics you the ability on the ability of the ability on the ability of the ability on the ability on the ability of the abilit	
About End2017 al 2.06 PM CTI MDONOVAN, your last login was on 12.60.017 al 1.05 PM CT.  Customers Bank is proud to have Test Merchant Customers Commercial as Customers Bank DirectLink Merchant remotel deposit capture customer. Customers Bank DirectLink Merchant gives yoo the ability to conveniently deposit checks remotely. You made your last deposit for 56.65 on 92.92.017 at 9.24 AM (Processed on 92.92.017). For any additional information, please contact our support team bil-fee at 865-628-6676.	
Customers Bank is proud to have Test Marchant Outomers Commercial as a Customers Bank DirectLink Merchant great deposit capture customer. Customers Bank DirectLink Merchant grees you the ability to conveniently deposit, from any device.       Account       Select an Account         You made your last deposit for \$6.65 on 9220017 at 9.24 AM (Processed on 9292017).       For any additional information, please contact our support team bil-fee at 866-928-8676.       \$ 0.00	•
Merchant remote deposit capture customer. Customers Bark DirectLink Merchant gives you the ability to conveniently deposit checks remotely, manage your remote check deposits and research those deposits anytime, anywhere, from any device. You made your last deposit for \$6.56 on 9292017 at 9.24 AM (Processed on 9/292017). For any additional information, please contact our support team toll-fee at 866-926-6676.	
conveniently, deposit checks remotely, manage your remote check deposits and research those deposits anyrime, anywhere, from any device. You make your last deposit for 56.56 on 9/39/2017 at 924 AM (Processed on 9/39/2017), For any additional information, please contact our support team Ibl-Ree at 865-528-5676.	•
For any additional information, please contact our support team tol-fee at 866-928-6676.	
	_
Thank you!	sit
Deposits	
Open 2 Pending 0 Recent 12	





### **Panini Drivers**

# *Note: The Panini Driver install may take a some time to install depending on your computer settings.*

- 22. Make sure your scanner is not plugged into the computer.
- 23. Select Panini Vision X.

earch Reports	Help -						
2 You have depos	Download WebScan Download Scanner Driv	ers Canon CR-19	0		Create Deposit		
Welcome Pog	Help	Digital Check Panini Vision	TS-240		Location Test Location	•	
Today is 12/7/2017	About	Panini VisionX	с р рм с				
	k is proud to have Test M osit capture customer. Cus			Bank DirectLink	Select an Account		
	checks remotely, manage			deposits anytime,	Control Total		
You made your last d	eposit for \$6.65 on 9/29/20	17 at 9:24 AM (Processed	l on 9/29/2017).		\$ 0.00		
For any additional info Thank you! Deposits	ormation, please contact o	ır support team toll-free at	866-928-6676.			Create Deposit	
	ling  Recent	)					
Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total	
11/06/2017 2:35 PM	M000454937	R	Test Location	Customers Bank Test	1	\$2.00	
11/22/2017 9:23 AM	M000481027	R	Test Location			\$2.00	

24. The Internet Explorer pop up box will be displayed. Select **Open**.

Interne	tt Explorer
	at do you want to do with Panini Universal Installer 002.zip?
	51.1 MB : netimagelr5.fidelityifs.com
•	Open The file won't be saved automatically.
+	Save
•	Save as
	Cancel

25. A pop-up box will be displayed at the bottom of the screen.







26. Select Extract All File.

刘 🛛 🔒 « Microsoft 🕨 Wi	indox + Temporary Internet Files + Cor	ntent.IE5 🕨 1RQ7AG1E 🕨 Pani	ini Universal Installer 4.2.002 🕨	<b>▼</b> 4	Search Pani	ini Universal Installer 4.2.
Oganize 👻 Extract all files						s ·
🔆 Norites	Name	Туре	Compressed size	Password	Size	Ratio
💻 Desktop	USB Driver 64	File folder				
Documents	VisionAPI	File folder				
🔛 Recent Places	VXA4Engine	File folder				

27. Make note of where the extracted files are being saved. For example: in the documents folder.

Select a Destination a	and Extract Files	
Files will be extracted to thi	s <u>fo</u> lder:	
C:\Users\mdonovan\Docu	iments\Panini Universal Installer 4.2.002	Browse
Show extracted files whe	en complete	
Show extracted files whe	in complete	
S <u>h</u> ow extracted files whe	n complete	

28. Once extract is complete, go to the folder were the extracted file was saved and select the **Setup** folder.

Organize 🕶 📑 Open Sh	are with 👻 New folder				10 - 1	
Favorites	Name	Date modified	Туре	Size		
Desktop	USB Driver 32	12/8/2017 11:21 AM	File folder			
Documents	USB Driver 64	12/8/2017 11:21 AM	File folder			
Secent Places	VisionAPI	12/8/2017 11:21 AM	File folder			
libraries	VXA4Engine	12/8/2017 11:21 AM	File folder			
Downloads	VXEngine	12/8/2017 11:21 AM	File folder			
	WIEngine	12/8/2017 11:21 AM	File folder			
词 Libraries	X2Engine	12/8/2017 11:21 AM	File folder			
Documents	(a) 0x0409	8/2/2013 10:51 AM	Configuration sett	22 KB		
J Music	📴 datal	8/2/2013 10:51 AM	Cabinet File	4,544 KB		
E Pictures	data1.hdr	8/2/2013 10:51 AM	HDR File	123 KB		
Videos	data2	8/2/2013 10:51 AM	Cabinet File	1,662 KB		
	ISSetup.dll	8/2/2013 10:51 AM	Application extens	610 KB		
	layout.bin		DDJ Cite	17 KB		
	Dan uniter	8/2/2013 10:51 AM	Text Document	100		
	3 Setup	8/2/2013 10:51 AM	Windows Batch File	1 KB		
· · · · · /	🙇 Setup	8/2/2013 10:51 AM	Bitmap image	229 KB		
	🖾 setup	8/2/2013 10:51 AM	Application	789 KB		
	<ul> <li>setup</li> </ul>	8/2/2013 10:51 AM	Configuration sett	3 KB		
		8/2/2013 10:51 AM	INX File			
	M VApiEULA		Here next normat	85 KB		
	Wizard	8/2/2013 10:51 AM	Windows Batch File	1 KB		





Note: If the following message is displayed, select Ok. You do not need to install new drivers. Plug your scanner into your computer refer to the Create Deposit section of this guide.

Panini Uni	iversal Installer 4.2.002	×
×	The setup has detected that version 4.04.201 of Panini Universal Installer 4.2.002 is already installed.	
	This setup installs an earlier version of Panini Universal Installer 4.2.002 (4.02.002).	
	You will have to uninstall the previous version before installing this version.	
	(	
	OK	

29. The Panini License Agreement box will be displayed.



- 30. Select I accept the terms of the license agreement, then select Next.
- 31. Select Next.







#### 32. Select Next.



- 33. Select Next on the next screen.
- 34. Confirm your scanner is unplugged.
- 35. The following screens will be displayed. You do not have to do anything while this process in underway.







36. Select Next.

EL A	Welcome to the InstallShield Wizard for Panini Avantor Control Module Client The InstallShield Wizard will install Panini Avantor Control Module Client on your computer. To continue, click Next.
	< Back Next > Cancel

37. Select the radio button next to **Complete**.

Setup Type		
Select the set	up type to install.	in a
Please select	a setup type.	
Complete	All program features will be installed. (Requires the most disk spe	ace.)
Custom	Select which program features you want installed. Recommende advanced users.	ed for
InstallShield ———	< Back Next >	Cancel

- 38. Select Next.
- 39. The **Setup Status** will be displayed.

Panini Avantor Control Mod	ule Client	
Setup Status		NZ.
Panini Avantor Control Mod	ule Client is configuring your new s	oftware installation.
Installing		
InstallShield		
misidiismidiu		Cancel





40. Select Finish.

|--|

41. The Panini system will launch. Select Next.



42. Select Next.

	sions Setup	2
hoose Destination Location Select folder where setup will install fi	iles.	
Setup will install VisionX Multi-Function	on System Extensions in the following folder.	
To install to this folder, click Next. To another folder.	o install to a different folder, click Browse and selec	ł
Destination Folder		
Destination Folder C:\Program Files\Panini	Brows	e
C:\Program Files\Panini	Brows	e
		e





43. Select Next.



44. Plug in your scanner and select **Ok**.



45. A pop-up box will appear at the bottom of the screen.



46. Select Finish.

isionX Multi-Function System	Extensions Setup
	InstallShield Wizard Complete Setup has finished installing VisionX Multi-Function System Extensions on your computer.
	< Back Finish Cancel





47. The following pop up box will be displayed at the bottom of the screen.



# **Digital Check Scanner**

- 48. Make sure your scanner is not plugged into the computer.
- 49. Select Digital Check TS-240.

earch Report	s Help-					
2 You have re	pos Download WebScar Download Scanner		CR-190	С	reate Deposit	
Welcome P Today is 12/7/20	Aboa	Panini	Check TS-240 Vision neXt VisionX 06 PM 0	хт.	ocation Test Location	•
Merchant remote	e deposit capture customer. osit checks remotely, mana	Customers Bank Direc	Commercial as a Customers LLink Merchant gives you the deposits and research those	s Bank DirectLink ability to deposits anytime, C	ccount Select an Account ontrol Total	•
For any additiona Thank you! Deposits	ast deposit for \$6.65 on 9/23 al information, please contact	t our support team toll			\$ 0.00	Create Deposit
Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
11/06/2017 2:35 F	M M000454937	R	Test Location	Customers Bank Test Account *8816 0	1	\$2.00
11/22/2017 9:23 A	M M000481027	R	Test Location	80GUS Test Account *6789 III	1	\$2.00

50. The Setup TellerScan Combined Driver screen will be

Z Setup - TellerScan Combine	d Driver 💿 💌
	Welcome to the TellerScan Combined Driver Setup Wizard This will install TellerScan Combined Driver version 17.02 on your computer. If you downloaded this driver directly from Digital Check, you may require more software from your bank or other financial institution. Click Next to continue, or Cancel to exit Setup.
	Next > Cancel

51. Select Next.





52. Select Install.



53. The **Installing** screen will be displayed.



54. Select Finish.



55. Plug in your scanner.




# ml:Deal

- 56. Connect the mI:Deal scanner to the MAC via USB.
- 57. Check system preferences -> network settings, to ensure that a connection to the mI:Deal is listed.
  - System preferences can be accessed from the **Dock**, or from the **Finder Apple** menu.

Dock:



Finder:



• From system preferences, go to **Network**.







• From the **Network** panel, ensure that there is an **mI:Deal** entry.



Note: The DNS Server listed on this screen when the mI:Deal is selected is the IP address you will need to navigate to in order to access the configuration page.

58. Open a browser and navigate to the **IP address identified** in the previous step.



- The mI:Deal configuration page should load. The mI:Deal configuration page will allow you to change the scanner access configuration, update the scanner firmware, check the status of the device and see item capture counts and statistics, access basic information about the device through the **Help** section, review the scan configuration, and perform a test capture from the **Start Scan** button.
- 59. From the left-hand menu, select the **Configuration** link.







• The **Configuration** link will display the **mI:Deal Check Scanner Configuration** page, which has links to additional configuration options.

	mI:Deal Check Scanner Configuration	
	Connection Parameters Setue	Miscellaneous Parameters Setup Password Sotup Bulk Setup
Home		End Access Session
	Access Level: None Configuration Type:	Open . Working Mode: RNDIS + Ethernet.

60. Select **Connection Parameters Setup**. This link allows configuration of the current access type **Working mode** for the mI:Deal.

USB Mode	RNDIS (TCP/IP over USB)     POS (Virtual serial over USB, with custom prot     RS-232 Dongle (Physical RS232 port, with cus     Wi-FI	
Ethernet	Enabled	

- If the scanner will be used via the USB connection, the RNDIS (TCP/IP over USB) setting should be used. This should be the default setting.
- If the scanner will be accessed via Wi-Fi (and the Wi-Fi dongle is connected to the device), the Wi-Fi setting should be selected here.
- Select **Next** to continue.





61.	The <b>Connection Parameters</b> options will be displayed (for the USB mode selected on the
	prior screen).

RNDIS Mode		
IP Address Subnet Mask	192.168.1.1 255.255.255.0	
Default Gateway DNS Server 1 DNS Server 2		
Manufacturer Name Product Name	Panini mideal	
On-board DHCP Se	Pool Start Address erver Pool End Address Lease Time [h]	s 192:168.1.100 192:168.1.200 24
Ethernet		
	IP Address Subnet Mask DHCP Fixed Default Gatewa DNS Server 1 DNS Server 2	192.188.43.5 255.255.0 Y
On-board DHCP Se	erver	
Name Resolution		
DNS Doma	al-%sn% ain Name panini xgroup Name PANINI	
HTTPS: Default certificate	0	
Device Name mideal		Root CA Certificate Download (PEM Format)

• For a **basic setup**, there should generally be no changes needed to the default settings here.

Note: Depending on the network configuration, one or more changes may be appropriate. In the event of a possible IP conflict, the default value of 192.168.1.XXX should be adjusted to eliminate the conflict. Modify this value to 192.168.2.XXX.

Note: You will need to also modify the Pool Start Address and Pool End Address to reflect this new IP range. This can be done by simple changing the third octet from .1 to .2 but leaving the fourth octet alone.

• Refer to Panini's documentation for more comprehensive information on other settings.





62. At the bottom of the **Connection Parameters** page, under the **HTTPS** section, confirm the HTTPS is set for **Default Certificate** from the drop-down.



- Once **Default Certificate** has been selected, confirm the **Device Name** is populated. The (default should be 'mideal') and then select the link to download the HTTPS certificate for the device.
- This certificate is generated by the device. Use the **Root CA Certificate Download (X509 DER Format)** link.

HTTPS: Default certificate	
Device Name mideal	Root CA Certificate Download (PEM Format)
	Root CA Certificate Download (X509 DER Format)

63. Selecting the link will download the certificate to the default download location on the MAC, and will show in the dock that the file has been downloaded.

*Note:* The certificate is accessible either from the shortcut in the Dock or from the downloads folder Finder -> Go -> Downloads.







64. Select the certificate to open **Keychain Access**. The certificate will be displayed under the certificates category.

• •		Keychain A	ccess	
Click to lock the lo	ogin keychain.			Q Search
Keychains login Cloud System System Roots	Centificate Control Intermediate certificate Expires: Wednesday, Ju © This certificate is vali			
	Name	Kind	Expires	Keychain
	Apple Applicatification Authority	certificate	Jul 26, 2017, 2:16:09 PM	login
	▶ 🛐 com.apple.id875537276773d3d	certificate	Jul 26, 2017, 2:16:09 PM	login
	Panini Certification Authority	certificate	Oct 13, 2035, 12:18:16 PM	login
Category				
All Items				
🛴 Passwords				
Secure Notes				
My Certificates				
% Keys				
Certificates				

- 65. Right-click on the **Panini Certification Authority** certificate, select **Get Info**.
- 66. The **Certificate** info window will be displayed.

	Panini Certification Authority
Certificate Expires: S This ro Trust Details	Certification Authority ificate authority Saturday, October 13, 2035 at 12:18:16 PM Central Daylight Time iot certificate is not trusted
Subject Name	Desisi O a A
Organization	
Locality	
State/Province	
Country	IT
Common Name	Panini Certification Authority
Issuer Name	
Organization	Panini S.p.A.
Locality	Torino
State/Province	то
Country	Т
Common Name	Panini Certification Authority
Serial Number Version	00 E8 DC A1 3C B8 1A FA BD 3





• Select the drop-down arrow next to **Trust**.

	Panini C	ertification Authority	
Certificate	Panini Certification Root certificate authority Expires: Saturday, Octob This root certificate is	y per 13, 2035 at 12:18:16 F	PM Central Daylight Time
,	en using this certificate:	Use System Defaults	• ?
Secu	re Sockets Layer (SSL)	no value specified	٥
	Secure Mail (S/MIME)	no value specified	٥
Extensibl	e Authentication (EAP)	no value specified	٥
	IP Security (IPsec)	no value specified	٥
	iChat Security	no value specified	٥
	Kerberos Client	no value specified	٥
	Kerberos Server	no value specified	•
	Code Signing	no value specified	٥
	Time Stamping	no value specified	٥

• For the **When Using this Certificate** option, select **Always Trust** from the drop-down, and then close the window.

1	Use System Defaults
	Never Trust

67. A prompt may appear asking for the user's password in order to allow the change to the certificate trust settings - if so, enter the requested credentials and select **Update Settings**.

		king changes to your Certificate Trust ype your password to allow this.
	Username:	Mac User
	Password:	1
		Cancel Update Settings





68. The certificate should now show in the **Keychain** as being marked as trusted for the current user.

System     System     O This certificate is     Name     Apple Apple Apple Auffication Authority     Category     All Items	hority Detober 13, 2035 at 12 marked as trusted for Kind rity certificate d3d certificate	2:18:16 PM Central Daylig rt this account Expires Jul 26, 2017, 2:16 Jul 26, 2017, 2:16 Oct 13, 2035, 123	<ul> <li>K</li> <li>K</li></ul>	eychain ogin ogin	Q Se	arch
I login     Panini Certification       A iCloud     System       System Roots     This certificate ait       Apple Applicatification Authority     Apple Applicatification Authority       Category     Panini Certification Authority	hority Detober 13, 2035 at 12 marked as trusted for Kind rity certificate d3d certificate	Expires Jul 26, 2017, 2:16 Jul 26, 2017, 2:16	<ul> <li>K</li> <li>K</li></ul>	ngin		
Category R All Items	rity certificate	Jul 26, 2017, 2:16 Jul 26, 2017, 2:16	8:09 PM 10	ngin		
Category All Items	Certificate			pain		
				·3		
Passwords     Secure Notes     My Certificates     Keys						
Certificates						

- 69. Once these steps have been successfully completed, power-cycle the scanner.
- 70. Test the scanner connection by going back to the open browser and IP address, feed a check into the scanner and select **Start Scan** from the right side.



71. Log into the merchant application via your Customers Bank Business Online Banking: <u>https://businessbanking.customersbank.com.</u>





# **Mobile Remote Deposit Login**

- 1. Using your phone, tablet or iPad go to your web browser.
- 2. Enter this URL: <u>https://netimagelr5.fidelityifs.com/directlinkclient/login/800854#/</u>
- 3. The login page will be display.

M Wed M	ay 27							- *	12%
	ш	AA	🔒 netimage	lr5.fidelityifs.com	Ċ		Ċ	+	q
	south ele	ementary somersel	t - Yahoo Search Results	0	DirectLink Mercha	ant			
stome	rs 😒 E	Bank							
stome									
Sign I	n								
User Na	ma f								
Passw	ord								
			Sign In						
			Copyright © 2015-2019 F	IS. All Rights Reserved. LR5 .0.	20.2020.1				

- 4. Enter the **User Name** and **Password**. (Temporary password for initial login will be supplied by the bank.)
- 5. Select Sign in.
- 6. The Set Up Secure Authentication screen will be displayed. Select Continue.

← -	e c	netimagelr5.fidelityifs.com/directlinkclient/login/800854#/mfa	<b>67</b> ☆		0	
Cust	tomers	Seank Seank				
	Set	Jp Secure Authentication				
		e Authentication is a service to help protect you from fraudulent online activity. It also helps us ensure that only authorized individuals can access financia is easy. You simply:	l information	online.		
		t up a security phrase and challenge questions. These questions may be asked during the signon process to confirm that an authorized individual car mation online.	access fina	ncial		
		gister your personal computer (optional). We ask that you register computers you commonly use to access your financial information online. This auth re that only recognized locations are accessing your information online.	orization he	lps us		
		Can	cel	Continu	e	
		Copyright © 2015-2019 FIS. All Rights Reserved. LR5. 020.2020.1				





7. In the Secuirty Phrase box, create a security phrase.

Enter Your Security Phrase				
Your security phrase will be displayed with the	ne challenge questions when you log on.			
Security Phrase	ThisIsJustATestInJune2020			
Select Challenge Questions				
These questions may be asked when you lo required for the security set up process.	g on to confirm that you are an authorized individ	ual. When asked, you n	nust correctly answer these questions to	log on. All answe
Question	What was your first car?			
Answer		۲		
	lemans			
Question	What was the name of your first pet?	•		
Answer		۲		
Question	What is your favorite color?	-		
Answer	••••			

- 8. Under the **Select Challenge Questions** section, use the drop down menus to select a security question, in the **Answer** box enter the answer. Repeat until all 3 questions have been selected and answered.
- 9. Select **Continue**.
- 10. The **Register This Machine** screen will be displayed. Select the check box next to **Remember this device**.

Custo	omers a Bank
	Challenge Questions Register Device Review
	Register This Machine
	We ask you to register personal computers that you commonly use to access DirectLink Merchant.
	computers or computers you use infrequently. When you use these computers, we will ask you additional questions before you sign on to protect your information.
	Remember this device O
	Previous Cancel Continue
	Copyright © 2015-2019 FIS. All Rights Reserved. LR5. 020 2020.1





11. The **Remember Your Device** pop up will be displayed.



- 12. Select Continue.
- 13. Under the Confirm Password section enter your temporary password.

	Remember this device 🛿			
Confirm Password				
Enter your password and click 'Continue' to pr	oceed with enrollment.			
Password				
		Previous	Cancel	Continue

- 14. Select Continue.
- 15. The **Enrollment Status** pop up box will be displayed.

Enrollment Status	
User is Enrolled successfully!	
	ок

16. Select OK.





17. The **Change Password** screen will be displayed.

Cust	omers Bank		
	Change Password		
	Old Password		
	New Password	•••••	
	Confirm Password		
			Cancel

- Old Password temporary password supplied by bank
- New Password create a new password. New password must be a minimum of 8 characters including 1 number case letter, 1 lower case letter and 1 symbol.
- Confirm Password enter new password
- 18. The Welcome screen will be displayed.

M Wed May 27								·III 🛠	11
> 🛛	AA	🔒 ne	timagelr5.fidelityif	s.com	C		Û	+	
south e	lementary somerset - Y	ahoo Search Results	0		DirectLink Mercha	ant			
tomers	Bank								
Res	search Reports	Help -						9	
					Create Deposit				
Welcor	me Margaret Do	onovan!			Location				
	Today is 5/27/2020 at 5:50:09 PM CT! PEG, your last login was on 5/27/2020 at 3:17:09 PM CT.							•	
Custom	ners Bank is proud	to have ABCompar	ny TEST as a Custome	rs Bank	Account				
	Merchant remote dep gives you the ability to				Select an Accou	unt		•	
	eck deposits and rese				Control Total				
You made 5/27/2020	your last deposit for \$ )).	1.00 on 5/27/2020	at 1:47:20 PM (Proces	sed on	\$ 0.00				
For any ac 6676.	dditional information, p	lease contact our s	upport team toll-free a	t 866-928-	Create Tape	Crea	te Depos	sit	
Thank yo	u!								
Deposits Open 7	Pending 0	Recent 1							
Created	Tracking #	Status	Location	Account Name	Item Count	Depo	sit Total		
5/18/2020 3:0	06: M002503580	Open	Test Location	Bank Test *8816	0	\$1.00			





# **Create a Deposit**

1. Upon logging in, the **Dashboard** will be displayed.



- 2. On the right-hand side of the page select a **Location** from the drop-down menu. If there is only one location it will automatically default.
- 3. Select an **Account** from the drop-down menu to deposit into.
- 4. In the **Control Total** field, enter the total amount of the deposit.

Note: If the total amount of the deposit goes over the Deposit Limit an error message will be displayed.

Velcome Peg Donovan!	Create Deposit
oday is 9/19/2017 at 12:01 PMI MDONOVAN, your last login was on 9/19/2017 at 10:19 AM. <b>Customers Bank</b> is proud to have Test Merchant Customers Commercial as a Customers Bank DirectLink ferchant remote deposit capture customer. Customers Bank DirectLink Merchant gives you the ability to onveniently deposit checks remotely, manage your remote check deposits and research those deposits anytime, nywhere, from any device. ou made your last deposit for \$3.50 on 9/18/2017 at 12:48 PM (Processed on 9/18/2017). or any additional information, please contact our support team toll-free at 866-928-6676. hank you!	Location Test Location Account Customers Bank Test Account '8816  Customers Bank Test Account '8816  Figure genount must be greater than 50 and less than 80 50  Create Deposit
eposits	

5. Select Create Deposit.

Note: The tabs under the Deposit section include:

- **Open** Once a deposit is created and before it is submitted, the deposit information will be displayed
- Pending Deposits that are waiting for the bank to review
- Recent Displays approved deposits. Users can use this tab to view details on recently made deposits.





6. The **Capture** screen will be displayed. Place the check(s) in the scanner and select **Capture**.

Capture Items	Correct Items Ba	lance Deposit	Review Deposit			1
	ବ ବ ଅ ୯ ୪	Press '(	Capture' to begin ca	apturing items.		
tems 💿		Sequence #			Capture	ext

7. The Initializing screen will be displayed. The scanner will start up.

Capture Items	
Initializing	
	Cancel Start Scan

- 8. The scanner will automatically start scanning items.
- 9. Once all checks are scanned, select **Stop Scan**.

Capture Items	
Scanning	
	Cancel Stop Scan





10. A list of scanned items will be displayed.

p -							
Capture Items	Correct Items	Balance Deposit	Review Deposit				I
	Q			STATUS . 4774	-		
	Q	4		9/4 107			
	e		ASCompay	1\$1.00			
	C	WEBSTER E	BANK	- Ter John an 🖻 📾 🖬			
	S			ugati )			
				Bi-	e.		
					×.	Cantur	New
					V.	Captur	re Next
tems 🔒					ι.	Captur	re Next
tems 🕦				Birr.		Captur	re Next
tems 1 Amount \$1.00		quence 161200002	Routing Number 211370231		Serial	Captur	re Next

Note: Click on the ellipsis in the upper right hand corner to Remove the Deposit.

Correct Items	Balance Deposit Review Deposi	it	
Q	Ä	алиена материа 9/4 год 7	Remove Deposit
2	And Barrow A 5 Company	\$1. eV	
C	ONE	Ter hours & A	
S	WEBSTER BANK WEBSTERCHUNE COM	Nargati	
			Capture Next

Click on the ellipsis in the lower right hand corner to Remove Selected itmes from the batch.

ect Items	Balance Deposit	Review Deposit				1
Q Q E	1		9/4			
c Q	WEBSTER		Ter Three B and			
	\$21137		vonti /			$\frown$
	1:21137 	02314	uent: / - ·		Capture	
	1:21137 	011110 	Account	Serial	Capture	Next Remove Selected





11. Select the Next button.

Note: If there are any items to edit each item will display. If there a no items to edit the Deposit Information screen will be displayed.

apture Items	Correct Items Balance Depo	osit Review Deposit				I
	Q		4774			
	a 1	a _	9/6			
	🖻 (And	BRINK OF A & Compay	1\$1.00			
	C ON		Ter Mairian @ Mar			
	C WEBS	TER BANK	$\frown$			
	~	Phy	gat			
ems 1	~	t <sup>e</sup> for	gati / ·		Capture	Next
ems 1	~	Routing Number	Account	Serial	Capture	Next

Edit the required fields that are displayed.

Capture Items	Correct Items Balance Deposit Review Deposit	I
Correcting Q Q C C C	1 of 1	The transit
	Copyright © 2015-2017 FIS. All Rights Reserved.	

- Select **Remove** to remove the item from the batch.
- Select Verify MICR only when editing the MICR line. Click on the button and if the information is formatted correctly the box will display a green check mark.
- Select **Accept** to accept the check and/or edits made to the item.
- > Select the **Next** button once all items have been edited.





	Correct Items Balance Depos				:
Q. ////	L.	4778	Deposit Informa	ition	
Q .	Hit Shoer on A. D. Company	9/11 1 17 \$ 1. W	Debi	it Total \$1.00	
c C	Mining and Andrews	Turillars & El	Diffe	erence \$0.00	
C	WEBSTER BANK	Varget 1	Contro	ol Total \$ 1.00	×
				Capture	Save Changes Review
ems 1	tains items that are so or exceed	the item amount mile of 50-50			
-	itains items lind are so or exceed Sequence	the item amount mine see so Routing	Account	Serial	

Note: If an individual item goes over the Item Limit an error message will be displayed.

Click on the ellipsis in the lower right hand corner to **Remove Selected** items from the batch.

Correct Ite	ems Balance Deposit F Q Q C C C C C C C C C C C C C		(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)		Capture Next
	Sequence	Routing Number	Account	Serial	
	361612000002	211370231		4774	

12. The **Deposit Information** screen will be displayed.

ms	Correct Items Balance Deposit Review Deposit		1	
	Merchant Capture Deposit Ticket	Deposit Information		
		Location	Test Location	
	Account Number: 123456789 Date: 09/06/2017 11:01:04 AM	Account	Test Account	
	Amount: s 1.00	Control Total	\$1.00	
		Item Count	1	
L	5967654321a 123456786c2017 600000001006	Date	9/6/2017 11:59:36 AM	
		Tracking Number	M000361612	
			Balance	





13. Review the deposit information, if everything is correct select **Submit**.

Note: Select Balance to adjust the total or scan more items.

Capture Items	Correct Items Bala	nce Deposit Review Depos	t		1
ବ୍ ବ୍ ଅ ଅ ଅ	Chi dies of <u>AS Congo</u> Chi Chi Webstein ank within and	9/4 rod 7	0 ær	mation Debit Total \$1.00 Difference \$0.00 ntrol Total \$ 1.00 Capture	X Save Changes Review
tems 1	Sequence	Routing	Account	Serial	•
Amount	361612000		Account	4774	

- Capture Allows the user to add more checks to the deposit
- Save Changes Allows the user to save any changes made to this screen
- **Review** Returns the user back to the Deposit Information screen
- 14. A confirmation message will be displayed.

lelp +			
Capture Item	ns Correct Items Balance Deposit Review Deposit		
O The de	eposit was submitted for review successfully!		
Q	Merchant Capture Deposit Ticket	Deposit Information	
Q		Location	Test Location
e	Account Number: 123456789 Date: 09/06/2017 11:01:42 AM	Account	Test Account
C	Amount: \$1.00	Control Total	\$1.00
S		Item Count	1
	a987854321a 123456789c2017 b0000000100b	Date	9/6/2017 12:00:11 PM
		Tracking Number	M000361612
			*

15. Select the house icon to return to the Dashboard.





16. To print the report, select the **Pending** or **Recent** tab at the bottom of the page.

Research	Reports	Help •
		Welcome Peg Donovan! Create Deposit
		Today is 9/6/2017 at 10:05 AMI MDONOVAN, your last login was on 9/5/2017 at 1:16 PM. Location
		Customers Bank is proud to have Test Merchant Customers Commercial as a Customers Bank DirectLink
		Merchant remote deposit capture customer: Oustomers Bank DirectLink Merchant gives you the ability to conveniently deposit checks remotely, manage your remote check deposits and research those deposits anytime, anywhere, from any device.
		anywnere, from any device. You made your last deposit for \$0.00 on UNKNOWN at Unknown (Processed on UNKNOWN). Select an Account
		For any additional information, please contact our support team toll-free at 866-928-6676.
		Thank you! \$ 0.00
		Create Deposit

Note: The deposit will be in a Pending status if the bank must review any items within the deposit. The deposit will be in a Recent status if there are no items to be reviewed by the bank.

- 17. Select the appropriate batch so it appears highlighted.
- 18. Under the **Pending** tab, select the ellipsis and select **View Deposit.**

Note: Under the Recent tab select the appropriate batch, the Research Option screen will be displayed.

releasing r ag D	onovan!			Create Deposit	
Today is 10/6/2017 at 8	3:46 AM CTI MDONOVAN,	your last login was on 10/4/20	17 at 2:43 PM CT.	Location	
	is proud to have Test Mer	Test Location -			
conveniently deposit ch	sit capture customer. Custo necks remotely, manage yo	Account			
anywhere, from any de				Select an Account	-
		7 at 9:24 AM (Processed on 9/2		Control Total	
		support team toll-free at 866-9.	28-6676		
	mairon, proase contact our			\$ 0.00	posit
Thank you! eposits					posit
Pendi	ng 1 Recent 12			Create Der	
Thank you! eposits		Location Test Location	Account Name Customers Bank Test Acc.	Create Dep Debit Count Dipot View Dep	

19. The report will be displayed.





20. Select the appropriate icon to print or save the report.

Print Deposit				< 1 of 1	Þ		₽	±	Q	Q	C
			Depos	it Detail Ro	port						
SUBMITTED DATE: DEPOSIT STATUS: CREATED BY: SUBMITTED BY:	10:06:2017 8:28:16 Unknown mdenewn mdenewn			MERCHANT NAM LOCATION: ACCOUNT: TRACKING NO.:	eial Toxi Car 816	Location Isomers Bank Test Assesses *8					
CAPTURE SEQUENCE	export sequence	C D	5ERIAL 0 4726	NO. ACCOU 3415814 1400000		ROUTING NO. 031302971 211370231		ITEM AN	51.00 51.00		
					De	penit Summary: 3000406960	DEBIT COUNT	AMO	5 3.00		
Created By: mdanovan				Page 1 of 1				Preated On: 1	0/06/2017 08	24:39	





#### **Delete Batch – Open Status**

1. Upon logging in, the **Dashboard** will be displayed.



- 2. Deposits that have not been submitted will appear in under the **Open** tab.
- 3. Click on a deposit.
- 4. The **Capture Item** screen will display.
- 5. Select the ellipsis in the upper right-hand corner.

	Q		<sup>607802*0</sup> 4554			
	Q	3.	3/3 15			
	e . A	ORDER OF FAST Z	\$ 1.00			
	c 01	L	y control as a mar			
		STER BANK SPOLNECOU	lugar .		Canturo	Novi
ems 1	U U		lugar .		Capture	Next
ems 1	U U	Routing Number	Account	Serial	Capture	Next





6. Select Remove Deposit.

	Q Q C C WEASTER		47554 3/3 ×1 \$1,00 	I		Remove Deposit
	C	14				
items 1			~ / <i>tur</i>		Capture	Next
Items 🕣 Amount		Routing Number	Account	Serial	Capture	

7. A confirmation box will be displayed.



8. Select Ok.





## Research

1. Upon logging in, the **Dashboard** will be displayed.

Welcome P	eg Donovan!				Create Deposit		
Today is 9/6/201	7 at 10:05 AM! MDONOVA	N, your last login was	on 9/5/2017 at 1:16 PM.		Location		
	Bank is proud to have Te		Test Location				
	deposit capture customer. osit checks remotely, mana		Account Select an Account Control Total				
anywhere, from a							
	ast deposit for \$0.00 on UN						
For any additiona Thank you!	al information, please conta	ct our support team to	I-free at 866-928-6676.		\$ 0.00		
Deposits						Create Deposit	
Open 0	Pending O Recent	0					
Created	Tracking #	Status	Location	Account Name	Debit Count	Deposit Total	

- 2. From the main menu bar select **Research**.
- 3. On the left-hand side of the screen enter the search criteria.

Research Options		Q						
		Q						
Institution Name		e						
(800854) - Customers Bank	-			No item	selected			
Merchant		C						
Test Merchant Customers Commercial	-	S						
Saved Queries								
Select a query or enter a new name	-	Itoma 🗨						
Start Date		Items 💿						
09/08/2017	<b>#</b>	Sequence	Account	Serial	Routing N Amount	Tracking	Location	Account N
End Date								
09/08/2017	<b>#</b>							
Click to expand fields	~							
Clear Add Field Se	arch							
Export Options	~	Credits 0	\$0.00 De	bits 🕕 \$0.00	)			
		cieuns U	40.00 De	30.00	,			

- Institution Name will pre-fill
- Merchant will pre-fill
- Saved Queries Use the drop-down menu to view a list of saved queries options.

#### Note: Enter a query name to build a new query.

- Start Date Use the calendar icon to select a beginning date for research
- End Date Use the calendar icon to select ending date for research





- Location Use the drop-down menu to select a location. If a user has access to only one Location, the field will default to that location
- Account Use the drop-down menu to select an account number. If a user has access to only one account number, the field will default to that account number
- Clear Will clear all of the above categories selected
- Add Field Allows the user to add additional fields to search. Use the dropdown menus to select the additional search fields
- 4. Select Search.
- 5. A list of items that match the search criteria will be displayed.

Research Options		Q			Merchant Cap	ture Deposit	Ticket		
Institution Name		Q							
(800854) - Customers Bank	-	e	Accoun Date:	t Number:	12345678	9 17 11:01:42 AM			
Merchant		C	Amoun	t	s 1.00	17 11:01:42 /0			
Test Merchant Customers Commercial	-	C							
Saved Queries			a987854321	a 123456789c20	17 60000001006				
All Deposit Detail	•	De		1612 with 1	debit(s) for \$1.00	was submitte	ed on 9/6/2017 1	1:01:53	
		An	vi					Ite	ems 🧿 🚦
Start Date		Sequênce	Account	Serial	Routing N	Amount	Tracking	Location	Account N
09/06/2017	<b>#</b>	36161200		2017	987654321	\$1.00		Test Locat	
End Date									
09/08/2017	<b>#</b>	36161200		4774	211370231	\$1.00	M0003616	Test Locat	
Click to collapse fields	~								
Location Test Location	•								
	•								
Account All		Credits 1		ebits 🚺 \$1	0.0				

- 6. Click on an item to see the image.
- 7. Select the ellipse to:
  - Select Columns allows the user to add or remove column displays
  - Export Results allows the user to export the deposit information
  - Print Selected Item allows the user to print the items
  - Print Deposit allows the user to print a summary of the deposit
  - **Print Deposit and Images** allows the user to print a summary of the deposit along with an image of each item in the deposit





Research Options			Q		M	erchant Capture Dep	osit Ticket		
Institution Name			Q						
(800854) - Custome	rs Bank	-	e	Account Nur Date:	nber:	123456789 09/06/2017 11:01:4	0.444		
Merchant			C	Amount:		s 1.00	2.00		
Test Merchant Cust	mers Commercial	-	S						
				a987854321a 1234	IS6789±2017 6000	юооотооь			
Saved Queries			Depo	sit M000361612	with 1 debit(	s) for \$1.00 was subr	mitted on 9/6/2	2017 11:0	01:53
All Deposit Detail		•	AM						Items 2
Start Date			Sequence	Account Nu	Social	Routing Nu	Amount		Select Columns
09/06/2017		<b>#</b>	361612000001		2017	987654321	\$1.00	M	Export Results
End Date			30101200001	123450705		507054321			
09/08/2017		<b>#</b>	361612000002		4774	211370231	\$1.00	м	Print Selected Item Print Deposit
Click to collapse fields		^							Print Deposit and Image
									View Deposit
Location Tes	t Location	•							
Account All		•	Credits 1 \$1	00 Debits	1 \$1.00				$\smile$

• View Deposit – allows the user to view the items within the deposit





# **Research – Favorite Reports**

1. Upon logging in, the **Dashboard** will be displayed.

Welcome Po	eg Donovan!				Create Deposit	
Today is 9/6/201	7 at 10:05 AMI MDONOVA	N, your last login was (	on 9/5/2017 at 1:16 PM.		Location	
			s Commercial as a Custome		Test Location	
			ctLink Merchant gives you th deposits and research those		Account	
anywhere, from a	,				Select an Account	
			(Processed on UNKNOWN).		Control Total	
For any additiona Thank you!	I information, please conta	ect our support team to	II-free at 866-928-6676.		\$ 0.00	
Deposits Open (0)	Pending <b>O</b> Recen	0				Create Deposit
Created	Tracking #	Status	Location	Account Name	Debit Count	Deposit Total

- 2. From the main menu bar select **Research**.
- 3. On the left-hand side of the screen enter the search criteria.

Research Options		Q						
Institution Name		Q						
(800854) - Customers Bank	-	e		No itor	n selected			
		C		No iter	n selecteu			
Merchant		S						
Test Merchant Customers Commercial	-							
Saved Queries								
Select a query or enter a new name	•	Items 0						
Start Date								
09/08/2017	#	Sequence	Account	Serial	Routing N Ar	mount Tracking	Location Acc	count N
End Date								
09/08/2017	<b></b>							
Click to expand fields	~							
Clear Add Field Se	arch							

- Institution Name will pre-fill
- Merchant will pre-fill
- Saved Queries Enter the name you would like to call the query
- Start Date Use the calendar icon to select a beginning date for research
- End Date Use the calendar icon to select ending date for research
- Location Use the drop-down menu to select a location. If a user has access to only one Location, the field will default to that location
- Account Use the drop-down menu to select an account number. If a user has access to only one account number, the field will default to that account number
- Clear Will clear all of the above categories selected





- Add Field Allows the user to add additional fields to search. Use the dropdown menus to select the additional search fields
- Scroll to the bottom of the page to the Export Options to include export option within query.
- Select the downward arrow to display export criteria.

Amount Format	Decimal	•
	1234.00	
Date Format	M/d/yyyy h:mi	m:ss tt
	1/2/1999 3:04:0	5 PM
Delimiter	Comma	•
Export Colum	n Names	
Fields with Qu	iotes	

- > Using the drop-down menu, select the Amount Format.
- > The **Date Format** will pre-fill.
- > Using the drop-down menu, select the **Delimiter**.
- The user may uncheck the Export Column Names and the Fields with Quotes checkboxes.
- 4. Click on the ellipsis next to **Research Options**.
- 5. Select:
- Save to save the query from your User Id only
- **Remove** to remove a query from your User Id only
- Save to Merchant to save the query for all users
- Remove from Merchant to remove the query for all users
- 6. Select Search.





7. A list of items that match the search criteria will be displayed.

rescuren op	tions		Q			Merchant Cap	ture Deposit	t Ticket		
Institution Na	ne		Q							
(800854) - C	ustomers Bank	· /	e	Accoun Date:	t Number:	12345678	9 17 11:01:42 AM	.		
Merchant		$\smile$	C C	Amoun	E	s 1.00	17 11:01:42 /04			
Test Mercha	nt Customers Commercial	*								
Saved Queries	5		l		a 123456789c201					
All Deposit D	etail	•	De		1612 with 1 c	lebit(s) for \$1.00	was submitte	ed on 9/6/2017 11		10000
Start Date									II.	ems 2
09/06/2017		<b>#</b>	Sequênce	Account	Serial	Routing N	Amount	Tracking	Location	Account N
End Date			36161200	123456789	2017	987654321	\$1.00	M0003616	Test Locat	
09/08/2017		#	36161200		4774	211370231	\$1.00	M0003616	Test Locat	
00/00/2017										
Click to collaps	e fields	^								
Location	Test Location	•								
	All	-								
Account			Credits 1	0.00	ebits 🚺 \$1.	00				

- 8. Click on an item to see the image.
- 9. Select the ellipse to:
  - Select Columns allows the user to add or remove column displays
  - Export Results allows the user to export the deposit information
  - Print Selected Item allows the user to print the items
  - Print Deposit allows the user to print a summary of the deposit
  - Print Deposit and Images allows the user to print a summary of the deposit along with an image of each item in the deposit
  - View Deposit allows the user to view the items within the deposit

Research Options		e,		м	erchant Capture Dep	osit Ticket		
Institution Name		Q						
(800854) - Customers Bank	-	E	Account Nurr Date:	iber:	123456789 09/06/2017 11:01:4	2.64		
Merchant		C	Amount:		s 1.00	2.00		
Test Merchant Customers Commercial	-	S						
			a967854321a 1234	56789e2017 6000	ююю100ь			
Saved Queries All Deposit Detail				with 1 debit(	s) for \$1.00 was subi	mitted on 9/6/2	2017 11	01:57
All Deposit Detail	•	A	М					Items 2
Start Date		Sequence	Account Nu	Serial	Routing Nu	Amount		Select Columns
09/06/2017	Ê		01 123456789	2017	987654321	\$1.00	1	Export Results
End Date							ſ	Print Selected Item
09/08/2017	#	3616120000	02	4774	211370231	\$1.00	м	Print Deposit
	~							Print Deposit and Imag
Click to collapse fields							_ \	View Deposit
Click to collapse fields								
Click to collapse fields Location Test Location	•							
	•							$\smile$





#### Report

1. Upon logging in, the **Dashboard** will be displayed.

	Welcome Pe	eg Donovan!				Create Deposit	
$\overline{}$	Today is 9/6/2011	7 at 10:05 AM! MDONOVA	N, your last login was	on 9/5/2017 at 1:16 PM.		Location	
				s Commercial as a Custome		Test Location	
				tLink Merchant gives you th deposits and research those		Account	
	anywhere, from a	,				Select an Account	
				(Processed on UNKNOWN).		Control Total	
	For any additiona Thank you!	I information, please conta	ct our support team to	I-free at 866-928-6676.		\$ 0.00	
	Deposits						Create I
	Open 💿 🛛	Pending O Recent	0				
	Created	Tracking #	Status	Location	Account Name	Debit Count	Deposit To

- 2. From the main menu bar select **Report**.
- 3. The **Report Selection** screen will be displayed.

Report Criteria		
Report		
Select a Report		•
Start Date		
09/08/2017		#
	Cancel	Create

- 4. Use the drop-down menu in the **Report** field to select a report type.
- 5. Use the calendar icon to select a **Start Date**.

Note: Depending on the report type selected, additional search fields may display.

6. Select Create.





## Export

1. Upon logging in, the **Dashboard** will be displayed.

Welcome F	Peg Donovan!				Create Deposit	
Today is 9/6/20	117 at 10:05 AM! MDONOVA	N, your last login was	on 9/5/2017 at 1:16 PM.		Location	
	Bank is proud to have Te				Test Location	
	te deposit capture customer. posit checks remotely, mana				Account	
anywhere, from		Select an Account				
	last deposit for \$0.00 on UN		Control Total			
For any addition Thank you!	nal information, please conta	ict our support team to	II-free at 866-928-6676.		\$ 0.00	
Deposits						Create Deposi
Open 🗿	Pending 🔘 Recent	0				
Created	Tracking #	Status	Location	Account Name	Debit Count	Deposit Total

- 2. From the main menu bar select **Research**.
- 3. Complete the **Research Option** fields.
- 4. Scroll to the bottom of the page to the **Export Options**. Select the downward arrow to display export criteria.

Amount Format	Decimal	
	1234.00	
Date Format	M/d/yyyy h:mr	n:ss tt
	1/2/1999 3:04:0	5 PM
Delimiter	Comma	
Export Colum	n Names	
Fields with Qu	otes	

- 5. Using the drop-down menu, select the **Amount Format**.
- 6. The Date Format will pre-fill.
- 7. Using the drop-down menu, select the **Delimiter**.
- 8. The user may uncheck the **Export Column Names** and the **Fields with Quotes** checkboxes.
- 9. Select the **Search** button under **Research Options**.





10. Once the search criteria is displayed, select the ellipsis then select **Export Results**.

Note: Refer to the Favorite Report section to save the Export query as part of a search query.

Research Options	1	Q		M	erchant Capture Dep	osit Ticket	
Institution Name		Q					
(800854) - Customers Bank	-	2	Account Nur	nber:	123456789	and the second se	
		C	Date: Amount:		09/06/2017 11:01:4 s 1.00	2 AM	
Merchant		C					
Test Merchant Customers Comr	mercial 👻						
Saved Queries			a987654321a 1234				$\frown$
All Deposit Detail	-	Depo	sit M000361612	with 1 debit(	s) for \$1.00 was subr	nitted on 9/6/2017	
		0					Items 2
Start Date		Sequence	Account Nu	Sorial	Routing Nu	Amount	T Select Columns
09/06/2017	<b></b>	361612000001		2017	987654321		Export Results
End Date		36161200001	123430705	2017	507054521	31.00	
09/08/2017		361612000002		4774	211370231	\$1.00	M Print Selected Item Print Deposit
							Print Deposit Print Deposit and Images
Click to collapse fields	^						Fint Dop
							View Deposit
Location Test Location	•						
Account All	•	Credits 1 \$1	00 Dobite	\$1.00			
		Credits 0 \$1	.vv Debits	\$1.00			

11. Save or Open the file.





# **Enhanced Services**

## **Positive Pay**

# Login

- Upon logging into Business Online Banking each user will be brought to the Home screen. Select the Enhanced Services tab from the left-hand navigation menu then select Positive Pay.
- 2. The **Welcome** screen will be displayed.

-		
Customers Ban	ik di kana kana kana kana kana kana kana kan	
Welcome Account Services	Administration	
Favoriles: (Edit)	Welcome Peg Donovan. Entre Your last Busines Internet Banking sign on was Monday, Dicember 18, 2017 at 10.37 AM ET.	Message Center New messages 0 Need help? <u>Contact us</u>





#### **ACH Positive Pay - Account Services**

#### Manage Exceptions

1. From the main menu heading select Account Services, under ACH Positive Pay select Manage Exceptions.

Custor	ners 🛜 Bank				Positive Pay Account Recon
Welcome	Account Services  A	dministration 🔻			
Favorites:	ACH Positive Pay Manage exceptions Exceptions status Manage payment rules	Positive Pay Manage exceptions Enter issues Import issues Import decisions Update issues Approve issues Exception decisions Outstanding issues Stale issues Issue status Approve decision files	Full Account Reconciliation Enter issues Import issues Opdate issues Approve issues Statements – reconciliation Activity – reconciliation Activity – reconciliation Activity – reconciliation Deposit Reconciliation Statement – deposit reconciliation Activity - deposit reconciliation	D2:38 PM ET.	Message Center New messages: 12 Need Help? Contact Us Remember to observe ACH holds processing schedule.

2. The Manage Exception screen will be displayed.

Customers 😂 Bai	nk							Positive Pay Account R
Velcome Account Services	<ul> <li>Adr</li> </ul>	ministration •	•					
Manage exceptions Exceptions status	Ма	inage E	xceptions	3				
Manage payment rules	• Cł	heck Exception	ons Awaiting Appro ons Awaiting Decisi as Awaiting Approva	ion				
uickLinks: Manage exceptions				Approval and/or Decisio	n			Return to top
	ACH	l exceptions v	with a 'Pay' decision	) AM to 3:00:00 PM ET. n are automatically added to your li to an ACH electronic payment disp	-			
	Sele	ct all · Desele Decision	Debit Account	Originator Company Name	Debit Amount Check Number	Effective Date	(To view details Reject Reason	s, click on the account number.) Approval Status
		Return V	*4511	ABC Corp	\$765.43 124569	02/01/2018	Unauthorized Orig. Comp	1 of 2 received Ready to transmit
		~	*4512	ZIP Corp	\$895.46	02/01/2018	Unauthorized Sec	0 of 2 received
		Pav	*4512	ABC Corp	\$700.43	02/01/2018	Unauthorized Orig. Comp528	1 of 2 received Ready to transmit
		<i>,</i>	rule added for this	originating company				
		No payment Pay	<u>*4512</u>	originating company ABC Corp	\$650.43	02/01/2018	Unauthorized Sec	1 of 2 received Ready to transmit
		No payment Pay		ABC Corp	\$650.43	02/01/2018	Unauthorized Sec	

3. A list of ACH Exception items will be displayed.

Note: ACH Positive Pay items can come in throughout the day. Please setup up your User ID with alerts to be alerted when ACH Positive Pay items need decisioning.





When an ACH Positive Pay item is selected to pay, the user can setup a rule to automatically handle this item in the future.

	Decision	Debit Account	Originator Company Name	Debit Amount	Check Number	Effective Date	Reject Reason	Approval Status
•	Pay 🗸	<u>*4511</u>	ABC Corp	\$765.43	124569	12/20/2017	Unauthorized Orig. Comp	1 of 2 received Ready to transmit
•	Pay 🗸	<u>*4512</u>	ZIP Corp	\$895.46		12/20/2017	Unauthorized Sec	0 of 2 received Ready to transmit
	Add pay	ment rule for this o	riginating company					
	Maximum A	Amount	ACH Transaction Type					
	No maximu	m	ALL-Select All	Edit authorization				

- Select the checkbox Add payment rule for this originating company.
- Select Edit authorization to add additional information to the rule.
- 4. Select a decision from the drop-down menu.

Note: Click on the debit account hyperlink to view information on the ACH item.

- 5. Select the checkbox in front of each decisioned item and select **Continue** at the bottom of the page.
- 6. The Verify Decision screen will be displayed.
- 7. Review the information and select Approve/Transmit.

Check Exc	eptions A	waiting	Dec	ision					Change selections
Decision	Account	Check		Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status
Return - fraud	*3456	8917	6			\$50.00	No Issue Found		0 of 2 received





#### **ACH Positive Pay - Account Services**

#### **Exception Status**

1. From the main menu heading select Account Services, under ACH Positive Pay select Exception Status.

Custor	ners Bank				Positive Pay Account Recon
Welcome	Account Services	Administration 🔻			
Favorites:	ACH Positive Pay Manage exceptions Exceptions status Manage payment rules	Positive Pay Manage exceptions Enter issues Import issues Import decisions Update issues Approve issues Exception decisions Outslanding issues Stale issues Stale issues Approve decision files	Full Account Reconciliation Enter issues Import issues Opdate issues Approve issues Statements – reconciliation Activity – reconciliation Activity – reconciliation Statements – reconciliation Activity – reconciliation Statement – deposit reconciliation Activity – deposit reconciliation	D2 38 PM ET.	Message Center New massages: 12 Need Help? <u>Contact Us</u> Remember to observe ACH holdy, processing schedule.

2. The Search Exception Decision Status screen will be displayed.

Customers	ank					Positive Pay Account Recon
Welcome Account Service	s      Administration					
Manage exceptions  • Exceptions status Manage payment rules		ception Decision Status ata are available; a maximum of three months may be retrie	ved during a singl	e search.		
	Account	1-3		All accourt	nts V Go	
		Description	Type	Account	ABA/TRC	
			Saving	*2470	081203790	
		I PR	Checking	*4511	081203790	
		PR PR	Checking	*4512	081203790	
	Date range:	O Specinc date: U/U/U/ZU10 []/ZU10 []] (mm/dd/yyyy)				
		From: 01 / 02 / 2018      (mm/dd/yyyy)				
		To: 02 / 01 / 2018 (mm/dd/yyyy)				
		<ul> <li>Current business day</li> </ul>				
	Exception type:	Include all exceptions     Desiries				

- 3. Enter the following fields:
  - **Account** select the radio button in front of the appropriate account number
  - **Date range** user the calendar icons to enter a **Specific Date** or a **From** and **To** date to search. Or select **previous business day** to see all items from the previous business day.
  - Exception type select the radio button in front of Exception type to view
- 4. Select Search.





5. The **Exception Decision Status Summary** screen will be displayed with items that match the search criteria.

Customers 😂 B	ank						Pos	itive Pay Account			
Velcome Account Services	s      Administration										
Manage exceptions	Exception [	ecisions St	atus Summary								
Manage payment rules			en decisioned by the bank. F		ink Support for the d	ecision					
3-1-7			H electronic payment display	,							
				with a check humber.							
	Decision and approve	exceptions   New sear	ch								
	Report created:										
	Accounts:	Accounts: 081203790 • 4512 • PRESTICE DAVDOLL ACCOUNT • Chealing 081203790 • 4511 • PI									
	Date range: Exception type: Total items:	Date range:         01/02/2018 to 02/01/20 _           Exception type:         Include all exceptions									
	(To view details, click on the	account number)									
	Decision	Debit Account	Originator Company	Debit Amount	Check Number	Effective Date	Reject Reason	Approval Status			
	Return	*4511	ABC Corp	\$8005.43		01/28/2018	Unauthorized Orig. Comp	2 of 2 received Transmitted			
	Default	<u>*4511</u>	ZIP Corp	\$7005.46	124587	01/29/2018	Unauthorized Sec				
	Return	*4511	ABC Corp	\$765.43		02/01/2018	Unauthorized Orig. Comp	1 of 3 received			
	Pay	*4511	ZIP Corp	\$895.46		02/01/2018	Unauthorized Sec	1 of 3 received			
	Default	*4512	ABC Corp	\$765.43	124569	01/24/2018	Unauthorized Orig. Comp				
	Default	*4512	ZIP Corp	\$895.46		01/27/2018	Unauthorized Sec				
	Pay	*4512	ABC Corp	\$700.43		02/01/2018	Unauthorized Orig. Comp528	1 of 2 received			
	Day	*4512	ABC Com	\$650.43		02/01/2018	Linguthorized See	1 of 2 received			

6. Click on the hyperlink under the **Debit Account** column to view additional information on each item.




#### Manage Payment Rules

1. From the main menu heading select Account Services, under ACH Positive Pay select Manage payment rules.

stome	ers Bank				Positive Pay Account Re
ome A	ccount Services V A	dministration 🔻			
N	ACH Positive Pay Alanage exceptions Exceptions status Alanage payment rules	Positive Pay Manage exceptions Enter issues Import issues Import decisions Update issues Aparons issues Exception decisions Oxthanding issues Issue status Approve decision files	Full Account Reconciliation Enter issues Import issues Approve issues Approve issues Activity - reconciliation Activity - reconciliation Activity - reconciliation Activity - reconciliation	D2:38 PM ET.	Message Center New messages, 12 Need Help? <u>Contact Us</u> Remember to observe ACH holday processing schedule.

2. The Manage Payment Rules screen will be displayed.

Recount Services	<ul> <li>Administration</li> </ul>	•							
Manage exceptions Exceptions status Manage payment rules	Manage F Payment rules gui Authorization		les						Print this page
	Debit Account	Maximum Amount	ACH Transaction Type	Originator Company Name	Originator ID	Expires	Rule Type		
	*4512	No maximum	ALL - Select All	ZIP Corp	ACHID	02/03/2018	One-Time	Edit	Delete
	*4511	\$50.00	IAT	ABC Corp	ACHID2	02/03/2018	Ongoing	Edit	Delete
	*4511	No maximum	ALL - Select All	ABC Corp	ACHID3	02/03/2018	Do not allow	Edit	Delete

3. A list of payment rules will be displayed.





- 4. Click on the **Edit** link to edit existing payment rules.
  - Edit the appropriate fields
  - Select Save changes

Type :	One-Time V	
Debit account :	*4512 🗸	
Maximum amount :	No maximum amount	
	O Maximum amount: \$	
ACH transaction type :	CCD - Corporate Credit or Debit	
Originator Company name :	AB Company	
Originator Company ID :	111111111 ×	
Expiration Date :	No Expiration Date	
	Expiration Date	
	(mm/dd/yyyy)	

#### **Add New Authorizations**

- 5. Select Add Authorization.
- 6. The Add Authorization screen will be displayed.

Type :	<b>~</b>
Debit account :	
Maximum amount :	No maximum amount
	O Maximum amount: \$
ACH transaction type :	ALL - Select All
Originator Company name :	
Originator Company ID :	
Expiration Date :	No Expiration Date
	Expiration Date     /     /     /     /     /     /     /     /

- 7. Enter the appropriate fields:
  - Type use the drop-down menu to select how often the payment should be paid
  - Debit account select the account to debit from the drop-down menu
  - Maximum amount select the radio button in front of No maximum amount or Maximum amount and enter an amount in the box





- **ACH transaction type** use the drop-down menu to select the appropriate ACH transaction type
- **Originator Company name** enter the originating company name
- Originator Company ID enter the originating company ID
- Expiration Date select the radio button in front of No Expiration date or Expiration Date and use the calendar icon to select a date
- 8. Select Save changes.





#### Manage Exceptions

1. From the main menu heading select Account Services, under Positive Pay select Manage Exceptions.

Velcome	Account Services + A	Administration 🔻			
Favorites:	ACH Positive Pay	Positive Pay	Full Account Reconciliation		Message Center
	Manage exceptions	Manage exceptions	Enter issues		New messages: 12
	Exceptions status	Enter issues	Import issues	02:38 PM ET.	Need Help? Contact Us
	Manage payment rules	Import issues	Update issues		
		Import decisions	Approve issues		Remember to observe ACH holiday processin
		Update issues	Statements - reconciliation		schedule.
		Approve issues	Activity – reconciliation		
		Exception decisions	Outstanding issues		
		Outstanding issues	Paid checks		
		Stale issues Issue status Approve decision files	Partial Account Reconciliation Statements – reconciliation Activity – reconciliation		
			Deposit Reconciliation		
			Statement - deposit reconciliation		
			Activity - deposit reconciliation	1	

- 2. The Manage Exception screen will be displayed.
- 3. A list of exception will be displayed.

se the following link	s for easy as	cess to spec	fic se	ctions of this page								
Check Exceptions	Awaiting Ap	proval										
Check Exceptions     ACH Exceptions /	Awaiting App	roval and/or	Decisio	20								
Check Excepti	ions Awa	iting App	oval								Return t	to top
opprovals for decision												
Checks converted to	ACH electro	inic payment	s appe	ear with "ACH" be	ide the check i	number.						
elect all • Deselect						Issued	Amount	Excen	tion		Approval	
Decision		ount Che		Issued		Amount	Amount Paid	Reaso		Payee	Status	
Pay	*451	1 344	4 15	a 06/20/20	15	\$18,818.34	\$16,818.34	Amour	nt Mismatch	Able Constructio	n 1 of 2 receive Ready to tran	nsmit
Pay Pay	*461	2 723	9				\$7,153.78	No Iss	ue Found		2 of 3 receive Ready to trai	ıd nsmit
Return - Payee	*451	1 344	8 16	a 06/21/20	15	\$341.05	\$431.05	Amour	nt Mismatch Mismatch	State of Illinois	1 of 2 receive Ready to tran	d
Return - Not Aut	thorized *451	2 365	59 A	CH 06/20/20	16	\$650.00	\$650.00		ue Found		1 of 2 receive	d
Pay	*451	1 629					\$4,203.18	No lee	ue Found		Ready to tran 1 of 2 receive	d
Return - Payee	*451						\$4,203.18		ue Found		Ready to tran 1 of 2 receive	nsmit
											Ready to train 1 of 2 receive	nsmit
Return - Multiple	a Errora *451	1 800	5				\$289.50	No las	ue Found		Ready to trai	nsmit
Pay	*432	1 908	6				\$1,503.60	Revers	se Positive Pay		1 of 2 receive Ready to tran	nsmit
Return - Not Aut	thorized *451	1 432	3				\$787.00	Serial	Error		1 of 2 receive Ready to trai	id nsmit
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4. Under the **Check Exception Awaiting Decision** heading, select the checkbox in front of **Select Decision** to make pay or return each item.





*Note: Click the Edit link beside the exception to correct item information.* 

- 5. Use the drop-down menu at the bottom of the page to select **Pay** or the appropriate **Return** reason.
- 6. User setup with ACH Positive Pay entitlement will see items under the heading ACH Exceptions Awaiting Approval and/or Decisions.

<u>Note: ACH Positive Pay items can come in throughout the day.</u> <u>Please setup up your User</u> <u>ID with alerts to be alerted when ACH Positive Pay items need decisioning.</u>

➢ When an ACH Positive Pay item is selected to pay, the user can setup a rule to automatically handle this item in the future.

	Decision	Debit Account	Originator Company Name	Debit Amount	Check Number	Effective Date	Reject Reason	Approval Status
•	Pay 🗸	<u>*4511</u>	ABC Corp	\$765.43	124569	12/20/2017	Unauthorized Orig. Comp	1 of 2 received Ready to transmit
•	Pay 🗸	*4512	ZIP Corp	\$895.46		12/20/2017	Unauthorized Sec	0 of 2 received Ready to transmit
	Add pay	ment rule for this o	originating company					
	Maximum A		ACH Transaction Type					
	No maximu	n	ALL-Select All	Edit authorization				

- Select the checkbox Add payment rule for this originating company.
- Select **Edit authorization** to add additional information to the rule.
- 7. Select a decision from the drop-down menu.

Note: Click on the debit account hyperlink to view information on the ACH item.

- 8. Select **Continue** at the bottom of the page.
- 9. The Verify Decision screen will be displayed.
- 10. Select Transmit.

*Note: Customers setup on dual approval will see an Approve button for* 1<sup>st</sup> *approver.* 





#### **Dual Approval**

11. If dual approval is setup, under the **Check Exceptions Waiting Approval** heading, users will see items that have had the 1<sup>st</sup> decision completed at the top of the page. Select the checkbox in front of each item approve the decision.

Velcome Account Service	es  Administration								
Manage exceptions	Manage E	xceptio	ns						
Import issues	To make a decision	on an exceptio	on, choose an appl	icable d	lecision, check the app	propriate exceptions, and t	then click "Continue".		
Import decisions Update issues	Use the following lin	nks for easy ac	cess to specific sec						
Approve issues	Check Exceptions     Check Exceptions	s Awaiting Appr s Awaiting Deci	roval						
Exception decisions									
Outstanding issues Check Exceptions Awaiting Approval								Return to to	
-	Check Except								
Stale issues Issue status	Approvals for decis	ions can be ma	ade from 8:00 AM t		AM ET. "ACH" beside the chec	sk number.			
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- 12. Select **Continue** at the bottom of the page.
- 13. Select the checkbox in front of each decisioned item and select **Continue** at the bottom of the page.
- 14. The Verify Decision screen will be displayed.
- 15. Review the information and select Transmit.

Velcome Account Servic	es 🔻 Administrati	on 🔻										
Manage exceptions Enter issues Import issues Import decisions Update issues	Checks that ha	Verify Decisions Checks that have been converted into an ACH electronic payment display with a check number. Check Exceptions Awaiting Approval Change selections										
Approve issues		Change Select										
Exception decisions	Decision	Account	Check		Issued Date	Issued Amount	Amount Paid	Exception Reason	Payee	Approval Status		
Outstanding issues Stale issues	Pay	*0501	00000019229	þ			\$3,023.00	No Issue Found		1 of 2 received Ready to transmit		
Issue status Approve decision files	Pay	*0501	00000019272	۵			\$3,359.00	No Issue Found		1 of 2 received Ready to transmit		
Approve decision mes	Pay	*0501	00000019273	۵			\$246.00	No Issue Found		1 of 2 received Ready to transmit		





#### **Enter Issues**

1. From the main menu heading select Account Services, under Positive Pay select Enter Issues.

Velcome Account Service	s      Administration	
Manage exceptions Enter issues	Enter Issue	
Import issues Import decisions Update issues	Account Information	
Approve issues Exception decisions	Account	v
Outstanding issues		
Stale issues issue status	Item Details	
Approve decision files	Check number:	
	Amount:	s
	Issued date:	12 / 18 / 2017
	Issue type:	
	Payee (optional):	
	Sequential Entry	
	To enter the next sequential issue for t	this account, check the sequential entry checkbox.
	Sequential entry:	

- 2. The **Enter Issue** screen will be displayed.
- 3. Enter the following fields to create a manual entry:
  - Account select an account number from the drop-down menu
  - **Check number** the number on the check
  - **Amount** the amount on the check
  - **Issue Date** the date the check is being issued
  - Issue Type select Issue of Void from the drop-down menu
  - Payee name on the check (optional)

# *Note: If there are additional sequential manual checks to be entered select the Sequential entry checkbox.*

4. Select **Continue**.





5. The **Verify Issue** screen will be displayed.

Velcome Account Service	Administration <b>v</b>					
Manage exceptions						
Enter issues	Verify Issue					
Import issues	New entry					
Import decisions						
Update issues	Account Information					
Approve issues	Account	78816				
Exception decisions	Account:	*8816				
Outstanding issues	Item Details					
Stale issues	item Details					
Issue status	Check number:	1003				
Approve decision files	Amount	\$3.00				
	Issued date:	12/18/2017				
	Issue type:	Issue				
	Payee:	Test 3				
	To submit this request	without approving, click submit for approval.				
	Add issue					

6. Review the information, if everything is correct select **Add Issue**.

Note: For customers setup on dual approval:

- If the user entering the issue has the approval entitlement, they should select the Add Issue option so they are considered the 1<sup>st</sup> approver. The second approver will approve the issue being added.
- If the user entering the issue is NOT an approver, they will need to select Submit for Approval instead of Add Issue and two other approvers will approve the issue being added.
- 7. A confirmation screen will be displayed.

Custom	ers Bank	C	
Welcome	Account Services 🔻	Administration <b>v</b>	
Manage e			
<ul> <li>Enter iss</li> </ul>		Issue Conf	irmation
Import iss Import de		The following manu	al issue entry was successful.
Update is	sues	New entry	
Approve i Exception	ssues decisions	Account Inform	nation
Outstandi Stale issu		Account:	*8816
Issue stat Approve of	us decision files	Item Details	
		Check number:	1003
		Amount:	\$3.00
		Issued date:	12/18/2017
		Issue type:	Issue
		Payee:	Test 3
How Do	I Terms	FAQs	





#### **Create Import Issues Format**

1. From the main menu heading select Account Services, under Positive Pay select Import Issues.

Velcome Account Servic	es  Administration			
Manage exceptions Enter issues Import issues Import decisions Update issues Approve issues		s / Manage File Formats w the status of files imported in the last 40 caler	dar days	
Exception decisions	Name	Description	File Type	
Outstanding issues	MICASH	Parses uploaded MI format Issues file	FixedFormat	
Stale issues Issue status Approve decision files	Continue			

2. The **Import Issues** screen will be displayed.

Note: The first-time logging into FIS ARPPA Positive Pay you will need to create a file import format to match your account software output or you can use the FIS format that is already created and change your accounting software output to match.

3. Select Add a file definition under the Import Issues / Manage File Formats heading.

Custom	ners Bank	6	
Welcome	Account Services 🔻	Administration <b>v</b>	
Manage e Enter issu Import is Upport de	ssues ecisions	Add Descrip Import a file with an ex Description	
	n decisions	Enter descriptive inform	ation to differentiate this definition from existing definitions.
Stale issu Issue stat		Description: File contents: File type:	⊂ Decisions ⊂ Issues ⊛ Delimited
		Continue	○ Fixed

- 4. Enter the following fields:
  - **Definition Name** create a name for the file
  - **Description** enter a brief description
  - File Content select the appropriate radio button for the type of items in the file
  - File type select the appropriate radio button for the file type
- 5. Select **Continue**.





### **Delimited Format**

6. The Add Characteristics screen will be displayed.

Welcome Account Service	Administration V		
Manage exceptions Enter issues • Import issues Import decisions Update issues	Add Characteris		
Approve issues Exception decisions Outstanding issues Stale issues Issue status Approve decision files	Definition name: Description: File contents: File type: Characteristics	Test 1 Test file 1 Issues Delimited	
	Field delimiter: Text qualifier: Amount format: Date format:	Comma ()       ▼         Double Quote ()       ▼         ○ Decimal included (i.e. 123.00)       ○         ○ Decimal not included (i.e. 123)       Applied decimal         MMDDYY       ▼	

- 7. Under the **Characteristics** heading enter the following fields:
  - File delimiter select the appropriate delimiter from the drop-down menu
  - Text qualifier select the appropriate qualifier from the drop-down menu
  - Amount format select the appropriate radio button to the amount layout
  - Date format select the appropriate qualifier from the drop-down menu
- 8. Select Continue.
- 9. The Add Default Field Value screen will be displayed.

Custon	ners 😂 Bank		
Welcome	Account Services 🔻	Administration <b>v</b>	
Manage Enter iss	exceptions ues	Add Default Fiel	d Values
Import is	ssues	Import a file with an existing for	mat
Import de Update is		Description	
Approve	issues	Definition name:	Test 1
	n decisions	Description:	Test file 1
	ling issues	File contents:	Issues
Stale issu		File type:	Delimited
Issue sta Approve	tus decision files	Characteristics	
		Field delimiter: Text qualifier:	Comma (,) DoubleQuote
		Amount format:	Decimal included ( i.e. 123.00)
		Date format:	MMDDYYYY
		Default Field Values (C	Optional)
		Enter default values that will be	applied to all issues in your import file.
		ABA/TRC:	$\checkmark$
		Account	V
		Issue type:	$\sim$
		Issue action:	
		Continue	

10. Under the **Default Field Values (Optional)** heading select following fields if you would like to setup default actions.





- **ABA/TRC** there is only one option in the drop-down menu
- Account use the drop-down menu to select the default account
- Issue type use the drop-down menu to select the default issue type
- Issue action use the drop-down menu to select the default issue action

#### 11. Select Continue.

12. The Add Field Properties screen will be displayed.

ort decisions	Import a file with an existing form			
de issues	Description			Edit description
rove issues	Definition name	Test 1		
tion decisions	Description: File contents:	Testing file 1		
anding issues issues	File contents: File type:	Issues Delimited		
status				
we decision files	Characteristics			Edit characteristi
	Field delimiter:	Comma (,)		
	Text qualifier:	DoubleQuote		
	Amount format:	Decimal not included (i.e. 123) Whole Dollar (123 = 123.00)		
	Date format:	MMDDYYYYY		
	Default Field Values (O	(ptional)		Edit default field value
	Field Properties Enter the numeric order of the field	elds listed below as they would appear in you	ur import file. For example, if the first field in your file is "ABA/TRC", and the second field is "Account" you would list the fields as position number "1" and position number "2" to import.	
			ur import file. For example, if the first field in yr file in XMXTRC*, and the excend field is "Account" ynu woald ist the fields as position number "T and position number "D is import.	
	Enter the numeric order of the fie Valid field properties are listed by Field Name		ir inport Rie For example, if the first field in your Rie in WBA/TRC", and the second field is "Account" you would list the field as position number "I" and position number "I" to import Valid Field Properties	
	Enter the numeric order of the fix Valid field properties are listed by	below for your reference.		
	Enter the numeric order of the fie Valid field properties are listed by Field Name	below for your reference.	Valid Field Properties	
	Enter the numeric order of the fic Valid field properties are listed by Field Name ABA/TRC	below for your reference.	Valid Faild Properties Numes chi (b f)	
	Enter the numeric order of the fit Valid field properties are listed to Field Name ABA/TRC Account Check Number Amount	below for your reference.	Valid Talad Popuerties Numero chij (9-0) Numero chij (9-0), 17 divadote mas Numero chij (9-0), 15 divadote mas Numero chij (9-0), paset than 0 diva fast fast 100.000.000 dio	
	Enter the numeric order of the fit Valid field properties are listed to Field Name ABATIRC Account Check Number Amount Issued Date	below for your reference.	Valid Field Phyperties           Numeric only (0-9)           Numeric only (0-9)           Valid Field Physics           Numeric only (0-9)           Valid Physics	
	Enter the numeric order of the fe Valid field properties are listed to Field Name ABA/TRC Account Check Number Amount Issued Date Issue Type	below for your reference.	Valid Table Properties           Numes chill (0-5)           Numes chill (0-5)           Numes chill (0-5)           Di Bones chill (0-5)           Numes chill (0-6)	
	Enter the numeric order of the fe Valid field properties are lated to Field Name ABA/TRC Account Check Number Amount Issued Date Issue Type Issue Action	below for your reference.	Valid Taid Physeries           Numeric oliry (0-8)           Numeric oliry (0-8), 15 duration max           Numeric oliry (0-8) guard than 0.00 and liss than 100,000.00 du           Numeric oliry (0-8) guard than 0.00 and liss than 100,000.00 du           Numeric oliry (0-10,000,000 du           Numer	
	Enter the numeric order of the fe Valid Seld properties are lated to Field Name ABUTRO Accord Check Number Check Number Insued Date Issue Type Issue Accord Debt/Dedt (optional)	below for your reference.	Valid Faild Properties           Numeric chij (0-5)           David (0-5)           David (0-5)	
	Enter the numeric order of the fe Valid field properties are lated to Field Name ABA/TRC Account Check Number Amount Issued Date Issue Type Issue Action	below for your reference.	Valid Taid Physeries           Numeric oliry (0-8)           Numeric oliry (0-8), 15 duration max           Numeric oliry (0-8) guard than 0.00 and liss than 100,000.00 du           Numeric oliry (0-8) guard than 0.00 and liss than 100,000.00 du           Numeric oliry (0-10,000,000 du           Numer	
	Enter the numeric order of the fe Valid Seld properties are lated to Field Name ABUTRO Accord Check Number Check Number Insued Date Issue Type Issue Accord Debt/Dedt (optional)	below for your reference.	Valid Faild Properties           Numeric chij (0-5)           David (0-5)           David (0-5)	

- 13. Under the **Field Properties** heading enter the field numbers for each category.
- 14. Select Add File Definition.
- 15. The File Definition Confirmation page will be displayed.

or i land or i land date sauge of defaultie lange of defaultie lange staat date saccessfulty: ter same of lange lange of defaultie lange staat date saccessfulty: ter same of lange lange of defaultie lange lang	nage exceptions ler issues	File Definition C	onfirmation		
at decome field and and and and and and and and and an					
at autor de solario ande generalise e solario e so					
pine dational tassa tass	ate issues	New selection   Add another file	definition		
glor dison was was was was was was was was		Description			Edit description
ni man			×		
na de centre la ferciente la mañ e de centre la ferciente la mañ e de centre la mañ					
Control of					
Characteristics         Exitation           Red dentities         Conves () Lod quarter         Double (2 + 12) 00 Monose format         Double (2 + 12) 00 Mono		File type:	Delimited		
Fail Statistic         Control () To eq autor:         DobalkOutor           Account format:         Decause of an ital of a (27) (b)         Decause of a (27	e decision files	Characteristics			Edit characteristic
Tot quality:         Dostrolize           Deris format         MECOVYY           Deris format         MECOVYY           Default Field Values (Optional         MECOVYY           Field Remote         Valid Field Properties           Account         2           Account         3           Annoc on (9, 0)         Totacte field Remote           Onck Nather         3           Account         3           Annoc on (9, 0)         Totacte field Remote           Standard (9, 0)         Memote on (9, 0)           Conck Nather         3           Annoc on (9, 0)         Memote on (9, 0)           Dead Atom         7           Add A. Deade 10         Conce (9, 0)           Bead Atom         7           Add A. Deade 0         Conce (7)		Characteristics			Los transcorress.
Annue tomail         Description           Des tomai         MACCVYY           Default Field Values (Optional)         Default Field Values (Optional)           Default Field Values (Optional)         Default Field Values (Optional)           Default Field Values (Optional)         Default Field Values (Optional)           Default Field Values (Optional)         Name: Optional)           Advince         1         Name: Optional Values Nam		Field delimiter:	Comma (,)		
Interface Values (2012-122.00)           Destions:         Mathematical Statution           Default Field Values (Options)         Estatution           Default Field Values (Options)         Default Field Values (Options)           Default Field Values (Options)         Default Field Values (Options)         Default Field Values (Options)           Default Field Values (Options)         Default Field Values (Options)         Default Field Values (Options)           Default Field Values (Options)         Default Field Values (Options)           Default Field Values (Options)         Default Field Values (Options)           Default Field Values (Options)           Default Field Values (Options)           Default Field Values (Options)           Default Field Values (Options)           Default Field Va		Text qualifier:			
Date front         MACDYYY           Default Feld Values (Optional         Catal Additional           Field Properties         Edit Status           Field Rome         Watter Field Rome/energy (Status)         Edit Status           Field Rome         Watter Field Rome/energy (Status)         Edit Status           Field Rome         Value (Field Rome/energy (Status)         Edit Status           Field Rome         Value (Field Rome/energy (Status)         Edit Status           Field Rome         Status         Status         Field Rome/energy (Status)           Concert (Status)         Status         Status         Field Rome/energy (Status)           Concert (Status)         Status         Status         Field Rome/energy (Status)         Field Rome/energy (Status)           Concert (Status)         Status (Status)         Status)         Status         Field Rome/energy (Status)         Field Rome/energy (Status)           Concert (Status)         Status)         Status)         Status)         Field Rome/energy (Status)         Field Rome/energy (Status)         Field Rome/energy (Status)           Concert (Status)         Status)         Status)         Status)         Field Rome/energy (Status)         Field Rome/energy (Status)           Concert (Status)         Status)         Status)         Fiel		Amount format:	Decimal not included (i.e. 123)		
Default Field Values (Optional)         Extended field           Field Properties         Extended field           Field Properties         Extended field           AdATTIC         1           AdATTIC         2           AdATTIC         2           Code Number         3           AdatTic         1           AdatTic         3           AdatTic         1           AdatA, DadatTic         1           AdatA, DadatD         1           AdatA, DadatD         1           AdatA, DadatD         1		D			
Field Properties         Extinuing           Field Name         Position Number         Valid Field Properties           AA-TRC         1         NumeC (W) (5)           AA-TRC         1         NumeC (W) (5)           AA-TRC         3         NumeC (W) (5)           Anomic (W) (5)         11 Catalation rate           Anomatic (W) (5)         15 Sintemistre rate           Anomatic (W) (5)         50           Name (W) (5)         Sintemistre rate           Anomatic (W) (S)         Sintemistre rate           Anomatic (W) (S)         Sintemistre rate           Anomatic (W)         Numeric (an ange-field find (Property)           Name (Dire (Sintemistre rate         Sintemistre rate           Anomatic (W)         Numeric (an ange-field find (Property)           Name (Dire (Sintemistre rate         Sintemistre rate           Anomatic (W)         Numeric (an ange-field find (Property)           Name (Dire (Di		Date format:	MMDUTTIT		
Field Name         Position Number         Valid Field Properties           AdA/TRC         1         Numeric off (59)           Ada/TRC         2         Numeric off (59)           Closed         3         Numeric off (59)           Closed         3         Numeric off (59)           Closed         3         Numeric off (59)           Numeric off (59)         Standards mean           Closed         5         Numeric off (59)           Numeric off (57)         Standards mean           Numeric off (59)         Standards mean           Numeric off (57)         Numeric off (57)           Numeric off (57)         Add, A D Add, D           Debc2/Deal (optional)         Debc2/Deal (optional)		Default Field Values (O	ptional)		Edit default field value
Adv.TRC         1         Nameric wty 09, 17 (strandards max           Account         2         Nameric wty 09, 17 (strandards max           Chen, Nameria         3         Nameric wty 09, 19, 15 (strandards max           Amerit         4         Nameric wty 09, 19, 15 (strandards max           Amerit         5         Nameric wty 09, 19, 19, 19, 19, 19, 19, 19, 19, 19, 1		Field Properties			Edit field propertie
AdA/TRC         1         Nameic ety (9, 9)           Account         2         Nameic ety (9, 9)           Account         3         Nameic ety (9, 9)           Chea Nameica         3         Nameic ety (9, 9)           Amount ety (9, 9)         15 (strandarter max           Amount etty (9, 9)         15 (strandarter max           Amount etty (9, 9)         15 (strandarter max           Amount etty (9, 9)         15 (strandarter max           Manuer (24)         16 (strandarter max <td></td> <td>Cield Name</td> <td>Desition Number</td> <td>Volid Field Personalise</td> <td></td>		Cield Name	Desition Number	Volid Field Personalise	
Account         2         Memory (w) (9) \$17 Anathum smax           Oneck Number         3         Numeric (w) (9) (9) \$15 Anathum smax           Amount         4         Numeric (w) (9) (9) with m in 0.0 and leas in the 10.000,000.00           Issued Date         5         Numeric (w) (W) (W) (W)           Issued Total         6         Issue Anton (w) (W) (W)           Issue Anton         7         Adit, A Dedu, D           Debb/Doles(splons)         Debb/Doles(Splons)         Debb/Doles(Splons)					
Otek Number         3         Numeric on (r) - 50, 51 shouten sear           Amout         4         Numeric on (r) - 50, 59 shouten sear           Insued Data         5         Numeric data nation 100,000,000,000           Insued Data         5         Numeric data nago-field format (for example, MNDDYY)           Insue Action         7         Add, A, Dates D           Ibada-State(formation)         CR C, Dones C					
Ansort         4         Numeric citry (0.9) yrawin than 0.00 and leas than 100.000.000.00           Board Date         5         Numeric citrin yrawin than 0.00 and leas than 100.000.000.00           Iliana Date         5         Numeric citrin yrawin than 0.00 and leas than 100.000.000.00           Iliana Type         6         Iliana, (Ved. V           Issa Action         7         Act A. Dates, D           Debt/District(ontoring)         Debt/District(C					
texad Date         5         Numeric data respective format (for example, MMOD/Y)           texad Action         6         Issue, VMid, Y           texad Action         7         Add, A Delete, D           Debt/Debt/debt/debt/debt/debt/debt/debt/debt/d					
Issue Tiger         6         Issue, I Ved V           Issue Action         7         Add, A Delake, D           Deb/Dicklosid(optorul)         Deb/D, O Credit, C			5		
Isoux Action 7 Add, A. Davlan, D Debb/Dradit (optional) Debb, D. Creat, C					
				Debit, D, Credit, C	
		Debit/Credit (optional)		Alaba (a.r. A-7) numeric (0-9) special characters (including spaces) 96 characters max	





### **Fixed Format**

16. The Add Characteristics screen will be displayed.

Velcome Account Service	es  Administration		
Manage exceptions Enter issues Import issues Import decisions Update issues	Add Characteristi	5.7 · · · · · · · · · · · · · · · · · · ·	
Approve issues	Definition name:	Test 1	
Exception decisions	Description:	Test file 1	
Outstanding issues	File contents:	Issues	
Stale issues	File type:	Delimited	
Issue status			
Approve decision files	Characteristics		
	Field delimiter:	Comma (.) 🗸	
	Text qualifier:	Double Quote (") V	
	Amount format:	O Decimal included ( i.e. 123.00)	
		<ul> <li>Decimal not included (i.e. 123)</li> </ul>	
		Applied decimal Whole Dollar (123 = 123.00)	
	Date format:	MMDDYY V	

- 17. Under the **Characteristics** heading enter the following fields:
  - File delimiter select the appropriate delimiter from the drop-down menu
  - **Text qualifier** select the appropriate qualifier from the drop-down menu
  - Amount format select the appropriate radio button to the amount layout
  - Date format select the appropriate qualifier from the drop-down menu

#### 18. Select Continue.

19. The Add Default Field Value screen will be displayed.

Velcome Account Services Velcome	Administration		
Manage exceptions Enter issues	Add Default Fiel	d Values	
Import issues	Import a file with an existing for	mat	
Import decisions			
Update issues	Description		
Approve issues	Definition name:	Test 1	
Exception decisions	Description:	Test file 1	
Outstanding issues	File contents:	Issues	
Stale issues	File type:	Delimited	
Issue status	Characteristics		
Approve decision files	Characteristics		
	Field delimiter: Text qualifier:	Comma (,) DoubleQuote	
	Amount format:	Decimal included ( i.e. 123.00)	
	Date format:	MMDDYYYY	
	Default Field Values (0	Optional)	
	Enter default values that will be	applied to all issues in your import file.	
	ABA/TRC:	~	
	Account:	✓	
	Issue type:	~	
	Issue action:	V	
	Continue		

20. Under the **Default Field Values (Optional)** heading select following fields if you would like to setup default actions.





- **ABA/TRC** there is only one option in the drop-down menu
- Account use the drop-down menu to select the default account
- Issue type use the drop-down menu to select the default issue type
- Issue action use the drop-down menu to select the default issue action

#### 21. Select Continue.

22. The Add Field Properties screen will be displayed.

age exceptions r issues	Add Field Proper	ties		
ort issues	Import a file with an existing form			
ort decisions				
ate issues	Description			Edito
rove issues option decisions standing issues	Definition name: Description: File contents: File type:	Test 3 Fixed Format Issues Fixed		
a issues e status rove decision files	Characteristics	Titled		Edit that
	Amount format	Decimal included (i.e. 123.00)		
	Date format:	MMDDYY		
	Default Field Values (O	ptional)		Edit default 6
	Field Properties	alds listed below, as they would appear in	your import file. For example	is If the starting position for ABA/TRC is 1 and its langth is 2, the next available position in the record is 3. Enter the numeric langth of the field to import.
	Enter the numeric order of the file Valid field properties are listed by	elow for your reference.		In, if the starting position for ABATRC is 1 and its length is 2, the next available position in the record is 3. Enter the numeric length of the field to import
	Enter the numeric order of the fie Valid field properties are listed by Field Name		your import file. For example	Valid Field Properties
	Enter the numeric order of the file Valid field properties are listed by Field Name ABA/TRC	elow for your reference.		Vald Fald Properties Turner, avy (6 %)
	Enter the numeric order of the fie Valid field properties are listed by Field Name ABA/TRC Account	elow for your reference.		Valid Fald Properties           Numeric only (5-9)           Numeric only (5-9), 17 characters max
	Enter the numeric order of the fie Valid field properties are listed by Field Name ABA/TRC Account Check Number	elow for your reference.		Valid Flad Properties           Name: any (2-10)           Name: any (2-10)           Name: any (2-10)           Statement and           Name: any (2-10)           Statement and
	Erfor the numeric order of the field Valid field properties are listed by Field Name ABA/TRC Account Check Number Amount	elow for your reference.		Valid Flahl Properties           Numeric ardy (0-9)           Numeric ardy (0-5), 17 characters max           Numeric ardy (0-5), 15 characters max           Numeric ardy (0-6), 15 characters max           Numeric ardy (0-6), 25 characters max
	Erter the numeric order of the fit Valid field properties are listed to Field Name ABA/TRC Actount Check Number Amount Issued Date	elow for your reference.		Valid Flad Properties           Name: any (2-10)           Name: any (2-10)           Name: any (2-10)           Statement and           Name: any (2-10)           Statement and
	Erfor the numeric order of the field Valid field properties are listed by Field Name ABA/TRC Account Check Number Amount	elow for your reference.		Valid Flaid Physenia           Nume: etv) (5-5)           Nume: etv) (5-3)           Status: etv) (5-3)           Status: etv) (5-3)           Nume: etv) (6-3)           Nume: eta: eta: eta: eta: eta: eta: eta: et
	Enter the numeric order of the fit Valid field properties are listed by Field Name ABA/TRC AROUT Check Number Arount Issued Date Issue Type	elow for your reference.		Valid Flad Regenties           Numer, et al., (6, 5)           Numer, et al., (6, 5), 17 characters mail           Numer, et al., (6, 5), characters mail           Numer, et al., (6, 6), gender than 0.00 and less than 100,000,000.00           Numer, et al., (6, 6), gender than 0.00 and less than 100,000,000.00           Numer, et al., (6, 6), gender than 0.00 and less than 100,000,000.00           Numer, et al., (6, 6), gender than 0.00 and less than 100,000,000.00           Numer, et al., (6, 6), gender than 0.00 and less than 100,000,000.00
	Enter the numeric order of the 54 Valid Sold properties are listed by Field Name ABA/TRC Account Check Number Amount Iosued Date Iosue Action	elow for your reference.		Valid Fahl Properties           Numer, orly (0-9)           Numer, orly (0-3), 17 characters max           Numer, orly (0-3), 15 characters max           Numer, orly (0-3) grant man 00 and less than 100,000,000 a0           Numer, data in specified formal (for example, MAEOYY)           Isen, I, Vois J/           Add, A. Data. D

23. The File Definition Confirmation screen will be displayed.

me Account Servic	ces 🔻 Administration 🔻				
nage exceptions er issues	File Definition C	Confirmation			
oort issues	The following file import def	inition has been added successfully.			
ort decisions	New selection   Add another fil	· · · · · · · · · · · · · · · · · · ·			
ate issues	UNIT PRODUCT CONCILINATION	N. SAULINEI			
ove issues	Description				Edit descrip
anding issues	Definition name:	Test 2 Fixed			
ssues	Description	Testint Fixed Format			
status	File contents: File type:	Issues Fixed			
ve decision files	r ne type.	Poul			
	Characteristics				Edit characteris
	Amount format:	Decimal included (i.e. 123.00)			
	Date format:	MMDDYYYY			
	Default Field Values (	Optional)			Edit default field val
	Field Properties				Edit field proper
	Field Name	Position Number	Length	Valid Field Properties	
	ABA/TRC	1	9	Numeric only (0-9)	
	Account	10	6	Numeric only (0-9), 17 characters max	
	Check Number	17	4	Numeric only (0-9), 15 characters max	
	Amount	22	9	Numeric only (0-9), greater than 0.00 and less than 100,000,000.00	
	Issued Date	33	7	Numeric date in specified format (for example, MMDDYY)	
	Issue Type	41	1	Issue, I, Void, V	
	Issue Action	42	1	Add, A, Delete, D	
	Debit/Credit (optional)			Debit, D, Credit, C	





#### **Upload Issue File**

Note: The first-time logging into FIS ARPPA Positive Pay you will need to create a file import format to match your account software output or you can use the FIS format that is already created and change your accounting software output to match.

1. From the main menu heading select Account Services, under Positive Pay select Import Issues.

Welcome Account Service	Administration <b>v</b>			
Manage exceptions Enter issues	Import Issu	es / Manage File Formats		
Import issues	Add a file definition   }	New the status of files imported in the last 40 caler	dar days	
Import decisions				
Update issues	File Definitions			
		e definition, click the file name.)		
Approve issues	(To view, edit, or delete a fi			
Approve issues Exception decisions	(To view, edit, or delete a fi	Description	File Type	
		Description Parses uploaded MI format Issues file	File Type FixedFormat	
Exception decisions	Name			-

- 2. Select the radio button in front of the correct file format to be used for upload.
- 3. Select **Continue**.
- 4. The **Select File** screen will be displayed.

Customers 🛜 Ba	nk		
Welcome Account Service:	s      Administration		
Manage exceptions Enter issues	Select File		
Import issues     Import decisions     Update issues	New selection File Import Definition		
Approve issues Exception decisions	Definition name: Description:	Test 1 Testing file 1	
Outstanding issues Stale issues	File type:	Delimited	
Issue status Approve decision files	File to import:		Browse
	Import file		

- 5. Select **Browse** and select the issue file from the appropriate file.
- 6. Select Import File.





7. The **Import Confirmation** screen will be displayed.

Welcome Account Service	as  Administration	
Manage exceptions Enter issues • Import issues Import decisions Update issues	Import Confirmat The file has been successfully Import another file	
Approve issues Exception decisions Outstanding issues	File definition name: Description: File name:	Test 1 Testing file 1 Pos Pay Test File 1.csv
Stale issues Issue status	File type: Status:	Delimited To view the imported file processing status, go to File Import Status
Approve decision files		

- 8. Select the File Import Status to make sure the file uploaded correctly.
- 9. The File Status screen will be displayed.

ustomers 📚 Ba	ink						Bauk Home   Discosanes   Help   Sig
Velcome Account Service	s 🔻 Administration 🔻						
Manage exceptions Enter issues	File Status						Print this page
Import issues Import decisions	Status of imported files in the las All approvals must be received b		d				
Update issues Approve issues Exception decisions	Import another file						
Outstanding issues Stale issues	Imported Files						
Issue status	(To view the records within a file that we File Name	re not imported due to invalid data, click Total Records	Issues in File	Total Amount for Issues Voids in File	Total Amount for Voids	Date Imported	Status
Approve decision files	Pos Pay Test File 1.csv	10	8	\$38.00 2		12/19/2017	Completed with errors
	Pos Pay Test File 1.csv	0	0	\$0.00 0	\$0.00	12/19/2017	Completed with errors
	Pos Pay Test File 1.csv	0	0	\$0.00 0	\$0.00	12/19/2017	Completed with errors

10. Under the **Status** heading confirm the file was loaded with no issues. Click on the **File Name** hyperlink for details on the file upload.





# **Import Decisions**

This feature is currently not available.





#### **Update Issues (Research)**

1. From the main menu heading select Account Services, under Positive Pay select Update Issues.

Welcome Account Service	Administration 🔻				
Manage exceptions Enter issues Import issues	Search Issues				
Import decisions • Update issues	Account:	1-2	Viev	All accounts	✓ Go
Approve issues Exception decisions		Description	Туре	Account	ABA/TRC
Outstanding issues		<ul> <li>test account</li> </ul>	Checking	*8816	031302971
Stale issues		<ul> <li>Test Account Only</li> </ul>	Checking	*9036	031302971
Issue status Approve decision files	Date range:	Specific date:     [2]/18_1/2017     [1]     (1)/18_1/201     [1]     (1)/18_1/201     [1]     (1)/18_1/201     [1]     (1)/18_1/201     [1]     (1)/18_1/201     [1]     (1)/18_1/201     [1]     (1)/18_1/201     [1]     (1)/18_1/201     [1]     (1)/18_1/201     [1]     (1)/18_1/201     [1]     (1)/			
	Include:	<ul> <li>Exception issue items</li> <li>Outstanding issue items</li> </ul>			
	Check number (optional):				
	Search				

- 2. The **Search Issues** screen will be displayed.
- 3. Enter the following fields:
  - Account select the radio button in front of the appropriate account number
  - Date range user the calendar icons to enter a Specific Date or a From and To date to search. Or select previous business day to see all items from the previous business day.
  - Include select the radio button in front of Exception issue items to view exception items or Outstanding issue items to view outstanding items.
- 4. Select Search.
- 5. A list of items matching the search criteria will be displayed.

Velcome Account Servic	es 🔻 Administration 🔻					
Manage exceptions Enter issues Import issues Import decisions Update issues Approve issues Exception decisions Outstanding issues Stale issues Issue status	Select Issue New search Report created: Account: Date range: Check number: Include:	11/19/2017 to 12/19 Not requested Outstanding issue it	CHECKING - test account 2017			
Approve decision files	(To view and edit details, click the check numbe Account	c.) Check	Issued Date	Issued Amount	Payee	
	78816	1001	12/18/2017	\$1.00	Testing	Delet
		1001 1002	12/18/2017 12/18/2017	\$1.00 \$2.00		
	'8816				Test 2	Delet
	*8816 *8816	1002	12/18/2017	\$2.00	Test 2	Delet
	"8816 "8816 "8816	1002 1003	12/18/2017 12/18/2017	\$2.00 \$3.00	Test 2	Delet Delet
	"8816 "8816 "8816 "8816	1002 1003 1045	12/18/2017 12/18/2017 12/18/2017	\$2.00 \$3.00 \$6.00	Test 2	Delet Delet Delet Delet
	"8816 "8816 "8816 "8816 "8816	1002 1003 1045 1052	12/18/2017 12/18/2017 12/18/2017 12/18/2017	\$2.00 \$3.00 \$6.00 \$8.00	Test 2	Delet Delet Delet Delet Delet
	"8816 "8816 "8816 "8816 "8816 "8816	1002 1003 1045 1052 1063	12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017	\$2.00 \$3.00 \$6.00 \$8.00 \$9.00	Test 2	Delets Delets Delets Delets Delets Delets Delets Delets





- 6. Under the **Check** heading click on the check number hyperlink to edit item.
- 7. The **Issue Detail** screen will be displayed.
- 8. Select Edit issue.

Customers	ık				
Welcome Account Services	Administration				
Manage exceptions Enter issues Import issues Import decisions • Update issues Approve issues	Issue Details New selection Account Information			C	Edit issue • Delete issue
Exception decisions Outstanding issues Stale issues	Account:	*8816			
Issue status Approve decision files	Item Details Check number: Issued date: Issued amount: Payee:	1003 12/18/2017 12:00:00 AM \$3:00 Teet 3			

9. The **Edit Issue** screen will be displayed.

Welcome Account Service	Administration	
Manage exceptions Enter issues	Edit Issue	
Import issues Import decisions	New selection	
Update issues	Account Inform	mation
Approve issues Exception decisions Outstanding issues	Account:	*8816
Stale issues	Item Details	
Issue status Approve decision files	Check number: Issued date:	1003 12 / 18 / 2017
	Issued amount: Payee (optional):	\$[3.00

- 10. Edit the appropriate field(s).
- 11. Select Continue.
- 12. The **Verify Issue** screen will be displayed.

Customers Ba	nk	
Welcome Account Service	s      Administration	
Manage exceptions Enter issues Import issues	Verify Issue	
Import decisions	Account Information	
Approve issues	Account:	*8816
Exception decisions		
Outstanding issues Stale issues	Item Details	
Issue status	Check number:	1003
Approve decision files	Issued date:	12/18/2017
	Issued amount:	\$2.00
	Payee:	Test 3
	Save changes Do not save changes	

13. Verify the information is correct and select **Save Changes**.





14. The Issue Confirmation screen will be displayed.

Welcome Account Service	Administration	<b>*</b>
Manage exceptions Enter issues Import issues Import decisions	Issue Con The changes have	firmation
Update issues	New selection	
Approve issues Exception decisions	Account Info	rmation
Outstanding issues Stale issues	Account:	*8816
Issue status Approve decision files	Item Details	
	Check:	1003
	Issued date:	12/18/2017
	Issued amount:	\$2.00
	Payee:	Test 3





#### **Approve Issues**

1. From the main menu heading select Account Services, under Positive Pay select Approve Issues.



- 2. The Approve Issues & Issue Files screen will be displayed.
- 3. A list of items requiring approval will be displayed.
- 4. Select the check number hyperlink to view additional details on the item.
- 5. Select the checkbox next to each item to be approved.
- 6. Select Approve.
- 7. A confirmation screen will be displayed.

						Bank He	ome   Disclosures   Help   Sign Off
Customers Bank	k						
Welcome Account Services V	Administration						
Manage exceptions Enter issues Import issues Import decisions	Issue Approval Confirm The issues and issue files below have b New selection	mation seen approved. All approvals must be receive	ed before an issue or file will be accepted.				Print this page
Update issues • Approve issues Exception decisions Outstanding issues	Issues Approved						
Stale issues	Account	Check	Amount Issued Date	Issue Type	Payee	Approval Status	
Issue status Approve decision files	"8816 - test account	1002	\$2.00 12/18/2017	Issue	Test 2	1 of 1 received	
Quick Links: Manage alerts							
How Do I Terms	FAQs						





### **Exception Decisions (Research)**

1. From the main menu heading select Account Services, under Positive Pay select Exception Decisions.

Welcome Account Servi	ces 🔻 Administration 👻					
Manage exceptions Enter issues	Search Exception De	cisions				
Import issues Import decisions	Up to 3 months of data are available; a r	naximum of three months may be retrieved during a single sea	rch.			
Update issues Approve issues • Exception decisions Outstanding issues Stale issues	Output to:	<ul> <li>Screen (HTML)</li> <li>CSV file (Can be used by a spreadsheet pro- PDF (Creates a document that can be save To view your output as a PDF) you must hav download the Adobe® Reader®, click the Ad- installed, view this sample off file.     </li> </ul>	or printed)	d on your computer rou have Adobe® R	.To jeader®	
Issue status Approve decision files	-	Sector HADDER				
	Accounts:	1-2	V	iew: All accounts	✓ Go	
		Description	Туре	Account	ABA/TRC	
		test account	Checking	*8816	031302971	
		<ul> <li>Test Account Only</li> </ul>	Checking	*9036	031302971	
	Decision date range: (Date decision is applied)	Specific date: [12]/[18]/[2017]     (mmodo)yyy)     From: [11]/[18]/[2017]     (mmodo)yyy)     To: [12]/[19]/[2017]				
	Decision option:	Previous business day     Include all decisions     Paid only     Return only     Correction only				
	Generate report					

- 2. The **Search Exceptions Decisions** screen will be displayed.
- 3. Enter the following fields:
  - **Output** select the radio button in front of: **Screen** to view on the monitor, **CSV** to view in a spreadsheet or **PDF** to view in a report
  - Account select the radio button in front of the appropriate account
  - Decision Date Range user the calendar icons to enter a Specific Date or a From and To date to search. Or select previous business day to see all items from the previous business day.
  - **Decision option** select the radio button in front of the appropriate search type
- 4. Select Generate report.





5. A list of items matching the search criteria will be displayed.

Manage exceptions	Exception Decis	sions					Print this part
Enter issues Import issues							
Import issues	Auto decisions are displayed v						
Update issues	Checks that have been conver	rted into an ACH elec	stronic payment are displayed with an ACH	ndicator beside the check number.			
corove issues	New search						
xception decisions							
utstanding issues							
tale issues	Report created: Accounts:	12/20/2017 at 1 081203790 - *4	0:42:21 AM ED"				
isue status	Accounts:	081203790 - *4					
orrected exceptions	Date range:	11/20/2017 to 1					
Approve decision files	Decision option:	Include all decis	sions			75%	
	Service: Total reported amount:	Positive Pay \$20,025.50					
uick Links:	Total reported items:	9					
Stop payment request		-					
							Download as: CSV file V G
	081203790 + 14511 + Checking	• PRESTIGE OPER	ATING ACCOUNT				
	Total reported amount:	\$18,915.50					
	Total reported items:	8					
			Amount Issued Date	Posted Date	Disposition Decision	Payee	
	Check Number						
	Check Number 4900		\$10.00 12/19/2017	12/20/2017	Correction	- Later	
			\$10.00 12/19/2017 \$73.00 12/17/2017	12/20/2017 12/18/2017			
	4900				Correction		
	4900 34444		\$73.00 12/17/2017	12/18/2017	Correction Paid		
	4900 34444 34450		\$73.00 12/17/2017 \$631.74 12/18/2017	12/18/2017 12/19/2017	Correction Paid Return - name		
	4900 34444 34450 34454		\$73.00 12/17/2017 \$831.74 12/18/2017 \$16,818.34 12/18/2017	12/18/2017 12/19/2017 12/20/2017	Correction Paid Return - name Paid		
	4000 34444 34450 34464 34471	9 • PRESTIGE PAYR	\$73.00 12/17/2017 \$63174 12/16/2017 \$108.85.34 12/16/2017 \$1.040.62 12/16/2017 \$344.50 12/16/2017	12/18/2017 12/19/2017 12/20/2017 12/20/2017	Correction Paid Return - name Paid Return - date		
	4000 04444 04450 04454 04471 04478	2 • PRE STIGE PAYR \$1,110.00	\$73.00 12/17/2017 \$63174 12/16/2017 \$108.85.34 12/16/2017 \$1.040.62 12/16/2017 \$344.50 12/16/2017	12/18/2017 12/19/2017 12/20/2017 12/20/2017	Correction Paid Return - name Paid Return - date		
	4000 34444 34450 34451 34471 34471 34478 001203790 + 14512 + Checking		\$73.00 12/17/2017 \$63174 12/16/2017 \$108.85.34 12/16/2017 \$1.040.62 12/16/2017 \$344.50 12/16/2017	12/18/2017 12/19/2017 12/20/2017 12/20/2017	Correction Paid Return - name Paid Return - date		
	4000 34444 34450 34454 34471 34478 001202790 + 14512 + Checking Total reported amount:	\$1,110.00	\$73.00 12/17/2017 \$63174 12/16/2017 \$108.85.34 12/16/2017 \$1.040.62 12/16/2017 \$344.50 12/16/2017	12/18/2017 12/19/2017 12/20/2017 12/20/2017	Correction Paid Return - name Paid Return - date	Eagee	
	4000 34444 34450 34454 34471 344778 0012002790 - 14512 • Checkling Total reported amount: Total reported itens:	\$1,110.00	\$73.00 12/172017 801174 12/102017 \$10.4402 12/102017 \$10.4402 12/102017 \$341.50 12/102017 OLL ACCOUNT	12162017 12162017 12202017 12202017 12202017 12202017	Constan Pad Pad Pad Return - date Return - no reason		
	400 3444 3445 3445 3447 3447 34478 01203790 - 4512 - Checking Total reported amount: Total reported alens: Check Namber	\$1,110.00	\$73.00 12/17/2017 851.74 12/18/2017 \$1.040.62 12/19/2017 \$1.040.62 12/19/2017 \$41.50 12/19/2017 OLL ACCOUNT Amount issued Date	12152017 12192017 12202017 12202017 12202017 12202017	Connection Paid Restim - Name Paid Restim - dee Restim - no reason Disposition Decision	Eague	





#### **Outstanding Issues (Research)**

1. From the main menu heading select Account Services, under Positive Pay select Outstanding Issues.

Welcome Account Servi	ices  Administration				
Manage exceptions Enter issues Import issues Import decisions	Search Outsta	nding Issues			
Update issues Approve issues Exception decisions O <b>dustanding issues</b> State issues Issue status Approve decision files	Output to:	<ul> <li>Screen (HTML)</li> <li>CSV fie (Can be used by a spreadsheet pro- (PDF (Iceates a document that can be asseed To view your output as PDF, you must hav download the Adobe® Readed<sup>®</sup>, click the Ad- transition, view the assessment of the.     </li> </ul>	d or printed) e Adobe® Reader® installe	d on your compute you have Adobe®	r. To Reader®
	Accounts:	1-2	V	iew: All accounts	✓ Go
		Description	Туре	Account	ABA/TRC
		C test account	Checking	*8816	031302971
	Issued date range:	Test Account Only     Al     Specific date: 12 //18 //2017     menistryry     From: 11 //18 //2017     To: 15 //18 //2017     To: 15 //18 //2017		*9036	031302971
	Include:	To: <u>12</u> /1/8 / 2017 immestypy) ○ Previous business day ③ Issues and voids ○ Issues only ○ Voids only	8		
	Generate report				

- 2. The Searching Outstanding Issues screen will be displayed.
- 3. Enter the following fields:
  - **Output** select the radio button in front of: **Screen** to view on the monitor, **CSV** to view in a spreadsheet or **PDF** to view in a report
  - Account select the radio button in front of the appropriate account
  - Issued Date Range user the calendar icons to enter a Specific Date or a From and To date to search. Or select previous business day to see all items from the previous business day.
  - Include select the radio button in front of the appropriate search type
- 4. Select Generate report.





5. A list of items matching the search criteria will be displayed.

ustomers	nk					
Velcome Account Service	s 🔻 Administration 🔻					
Manage exceptions Enter issues Import issues Import decisions	Outstanding Issues					Print this pay
Update issues Approve issues Exception decisions • Outstanding issues Stale issues Issue status Approve decision files	Report created: Account: Issued date ange: Include: Total reported amount: Total reported items:	121692017 3:20 PM (ET) 031502917 + 18916 - CHECKING + test account All Issues and Voids \$6:00 3				Download as: [CSV file ∨] Go.
	031302971 • *8816 • Checking • test account Total reported amount: \$6.00 Total reported items: 3					
	Check Number		Amount	Issued Date	Payee	Issue Type
	1001		\$1.00	12/18/2017	Testing	Issue
	1002		\$2.00	12/18/2017	Test 2	Issue
	1003		£2.00	12/18/2017	Test 3	Issue





#### Stale Issues (Research)

1. From the main menu heading select Account Services, under Positive Pay select Stale Issues.

UOS iilable; a maximum of three months may be retrieved during : © Screen (HTML)	i single search.		
C SV file (Can be used by a spreadsheet pr PDF (Creates a document that can be save To view your output as a PDF, you must ha download the Adobe® Reader®, click the A installed, view this <u>sample pdf file</u> .	d or printed)	l on your computer. ou have Adobe® Ri	To eader®
1-2			Go ABA/TRC
test account     Test Account Only	Checking Checking	*8816 *9036	031302971 031302971
(mmiddyyyy) O From: 11 / 18 / 2017 ( (mmiddyyyy)	10		
	Installed, view this <u>sample off file</u> Construction I.2 Description V test account Test Account Only 0 All 0 Specific date: [2 / [16 / 2017] (mmid9777) 0 From: [1 ] (18 / 2017] 0 (mmid9777) 12 (19 / 2017] 0 (mmid9777)	installed, vew this sample off file.       Image: Second Sec	Description         Type         Account           Vex.         All accounts         Checking         *8316           Test Account Only         Checking         *9336                All         Specific date:         12 / 13 / 2017         *936           From:         11 / 15 / 2017         *         *           To:         12 / 18 / 2017         *         *

- 2. The Search Stale Issues screen will be displayed.
- 3. Enter the following fields:
  - **Output** select the radio button in front of: **Screen** to view on the monitor, **CSV** to view in a spreadsheet or **PDF** to view in a report
  - Account select the radio button in front of the appropriate account
  - Issued Date Range user the calendar icons to enter a Specific Date or a From and To date to search. Or select previous business day to see all items from the previous business day.

Note: The date range will only search for 3 months at a time.

4. Select Generate report.





5. A list of items matching the search criteria will be displayed.

Stale Issues				Print this page
New search				
Report created:	07/14/2014 at 10:17:05 AM EDT			
Account:	081203790 • *4511 • Checking			
Date range:	All			
Issues become stale after:	90 days • 081203790 • *4511 •			
Total reported amount:	\$171.26			
Total reported items:	2			
			Download this re	port as: CSV file 💌 Go
081203790 • *4511 • Checking	PRESTIGE OPERATING ACCOUNT			
	PRESTIGE OPERATING ACCOUNT     \$171.26			
Total reported amount:				
Total reported amount: Total reported items:	\$171.26	Рауве	Stale Date	Issue Type
081203790 • *4511 • Checking Total reported amount: Total reported items: <u>Check Number</u> 34189	\$171.26 2	Рауее	<u>Stale Date</u> 07/09/2014	<u>Issue Type</u> Void





#### **Issue Status (Research)**

1. From the main menu heading select Account Services, under Positive Pay select Issue Status.

Velcome Account Servic	es 🔻 Administration 🔻							
Manage exceptions Enter issues Import issues	Search Issue Status Up to 16 months of data are available, a maximum of three months may be referend during a single search.							
Import decisions	op to no montris of data are available, a	maximum or unee monors may be repreved during a single search.						
Update issues Approve issues	Output to:	Screen (HTML)     CSV file (Can be used by a spreadsheet program)						
Exception decisions Outstanding issues	<ul> <li>PDF (Creates a document that can be saved or printed) To view your output as a PDF, you must have Adobe® Reader® installed on your computer. To download the Adobe® Reader®, click the Adobe ink below. To confirm you have Adobe® Reader®</li> </ul>							
Stale issues Issue status Approve decision files		installed, view this <u>sample pdf file</u> .						
	Accounts:	1-2	Vi	ew: All accounts	♥ Go			
		Description	Туре	Account	ABA/TRC			
		test account	Checking	*8816	031302971			
		Test Account Only	Checking	*9036	031302971			
	Date range:	Specific date:     12_/20_/2017     Term:     11_/20_/2017     Term:     11_/20_/2017     Term:     11_/20_/2017     Term:     12_//20_/2017     Term:     term:						
	Date type:	Issued date     Posted date     Status updated date						
	Amount (optional):	⊖ Amount: \$						
		Range min: \$     max: \$						
	Check number (optional):							

- 2. The Search Issue Status screen will be displayed.
- 4. Enter the following fields:
  - **Output** select the radio button in front of: **Screen** to view on the monitor, **CSV** to view in a spreadsheet or **PDF** to view in a report
  - Account select the radio button in front of the appropriate account
  - **Date Range** user the calendar icons to enter a **Specific Date** or a **From** and **To** date to search. Or select **previous business day** to see all items from the previous business day.
  - **Date type** select the appropriate radio button
  - Amount this field is optional
  - Check number this field is optional
- 3. Select Generate Report.





4. The **Issue Status** report will be displayed with a list of items that match the search criteria.

felcome Account Servi	ces v Administration v						
Manage exceptions							
Enter issues	Issue Status						Print this
Import issues		ACH electronic payment are displayed with an ACH in	discussion from the state of the state	h			
Import decisions		Profit electronic payment are displayed with an Aorth	uncator bearde the check hum	uer.			
Update issues	New search						
Approve issues							
Exception decisions	Report created:	12/20/2017 1:07 PM (ET)					
Outstanding issues	Account:	031302971 • *8816 • CHECKING •	est account				
Stale issues	Date range: Date type:	11/20/2017 to 12/20/2017 Issued date					
Issue status	Amount:	Not requested					
Approve decision files	Check number:	Not requested					
	Total reported amount:	\$133.00					
	Total reported items:	28					
							Download as: CSV file ✔ G
	031302971 • *8816 • Checking • test ac	count					
	Total reported amount: \$133.00 Total reported items: 28						
	Total reported items: 28 <u>Check Number</u>		Issued Date	Posted Date	Status	Status Updated	Payee
	Total reported items: 28 <u>Check Number</u> 1001	\$1.00	12/18/2017	n/a	Issue	n/a	Testing
	Total reported items: 28 Check Number 1001 1002	\$1.00	12/18/2017 12/18/2017			n/a n/a	Testing Test 2
	Total reported items: 28 <u>Check Number</u> 1001	\$1.00	12/18/2017	n/a	Issue	n/a	Testing
	Total reported items: 28 Check Number 1001 1002	\$1.00 \$2.00 \$2.00	12/18/2017 12/18/2017	n/a n/a	Issue	n/a n/a	Testing Test 2
	Total reported items: 28 Check Number 1001 1002 1003	\$1.00 \$2.00 \$2.00 \$6.00	12/18/2017 12/18/2017 12/18/2017		Issue Issue Issue	n/a n/a 12/19/2017	Testing Test 2
	Total reported items:         28           Check Number         1001           1002         1003           1045         1045	\$1.00 \$2.00 \$2.00 \$2.00 \$2.00 \$2.00 \$8.00 \$8.00	12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017	n/a n/a n/a n/a	Issue Issue Issue Issue	n/a n/a 12/19/2017 n/a	Testing Test 2
	Total reported items:         28           Check Number         1001           1002         1003           1045         1052	\$1.00 \$2.00 \$2.00 \$6.00 \$8.00 \$8.00 \$9.00	12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017	n/a n/a n/a n/a n/a	Issue Issue Issue Issue Issue	n/a n/a 12/19/2017 n/a n/a	Testing Test 2
	Total reported items: 28 Check Number 1001 1002 1003 1045 1052 1063	\$1.00 \$2.00 \$6.00 \$8.00 \$9.00 \$1.00 \$1.00	12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017	n/a n/a n/a n/a n/a n/a	Issue Issue Issue Issue Issue Issue	n/a n/a 12/19/2017 n/a n/a	Testing Test 2
	Total reported items:         28           Check Number         1001           1001         1002           1003         1045           1052         1053           1075         1075	\$1.00 \$2.00 \$6.00 \$8.00 \$9.00 \$1.00 \$2.20	12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017	n/a n/a n/a n/a n/a n/a	Issue Issue Issue Issue Issue Issue	n'a n'a 12/19/2017 n'a n'a n'a n'a	Testing Test 2
	Total reported items:         20           Check Number         1001           1001         1002           1005         1005           1005         1005           1005         1005           1005         1005           1005         1005           1005         1005           1007         1005           1008         1007           1009         1009	51.00 \$2.00 \$6.00 \$8.00 \$8.00 \$1.00 \$1.00 \$2.00 \$3.00	12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017	nia nia nia nia nia nia nia	Issue Issue Issue Issue Issue Issue Issue Issue	n'a n/a 12/19/2017 n/a n/a n/a n/a	Testing Test 2
	Total reported items:         29           Check Number         1001           1001         1002           1003         1063           1078         1092           1092         1095	\$100 \$200 \$600 \$500 \$500 \$100 \$100 \$100 \$100 \$100 \$1	12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017	nta nta nta nta nta nta nta nta nta	Issue Issue Issue Issue Issue Issue Issue Issue Issue	n'a n'a 12/192017 n'a n'a n'a n'a n'a	Testing Test 2
	Teal reported items:         20           Check Number         00           1002         00           1003         00           1004         00           1005         00           1006         00           1006         1234	\$100 \$200 \$500 \$800 \$100 \$100 \$300 \$100 \$100 \$100	12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017	nia na na nia nia nia nia nia nia	Issue Issue Issue Issue Issue Issue Issue Issue Issue	nia nia 12/19/2017 nia nia nia nia nia nia	Testing Test 2
	Total reported imported imported imported imported imported imported imported important impor	\$100 \$200 \$500 \$500 \$100 \$100 \$300 \$100 \$100 \$100 \$100 \$1	12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017	nia nia nia nia nia nia nia nia nia nia	Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue	n'a n'a 12192017 n'a n'a n'a n'a n'a n'a n'a n'a n'a n'a	Testing Test 2
	Total reported imported imported imported imported imported imported imported important impor	5100 5200 5900 5100 5100 5100 5100 5100 5500 55	12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017	104 104 104 104 104 104 104 104 104 104	Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue	na na 12/19/2017 na na na na na na na na na na na na na	Testing Test 2
	Teal reported imme:         20           Check Number         100           1002         100           1003         100           1004         100           1005         100           1004         100           1005         100           1006         100           1007         100           1024         100           1224         120           1270         120           2011         2021	\$100 \$200 \$600 \$900 \$100 \$200 \$300 \$100 \$100 \$500 \$500 \$500 \$500 \$500 \$5	12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017	016 115 115 115 115 115 115 115 115 115 1	Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue	na na 12/192017 na na na na na na na na na na na na na	Testing Test 2
	Total arpotet fimm:         20           Check Number         1001           1002         1003           1045         1004           1002         1003           10045         1004           1002         1003           1004         1004           1005         1004           1006         1004           1007         1002           1008         1004           12045         1004           12045         1004           12047         1004           12049         1004           12041         1004           12021         1004	5100 5200 5800 5100 5100 5100 5100 5100 5100 51	12/16/2017 12/16/2017 12/16/2017 12/16/2017 12/16/2017 12/16/2017 12/16/2017 12/16/2017 12/16/2017 12/16/2017 12/16/2017 12/16/2017 12/16/2017	104 105 105 106 106 106 106 106 106 106 106 106 106	Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue	na na 12/192017 na na na na na na na na na na na na na	Testing Test 2
	Teal reported imme:         20           Check Number         100           1002         100           1003         100           1004         100           1005         100           1004         100           1005         100           1006         100           1007         100           1024         100           1224         120           1270         120           2011         2021	\$100 \$200 \$600 \$900 \$200 \$200 \$300 \$100 \$500 \$500 \$500 \$500 \$500 \$500 \$5	12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017 12/18/2017	016 115 115 115 115 115 115 115 115 115 1	Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue Issue	na na 12/192017 na na na na na na na na na na na na na	Testing Test 2





# **Approve Decisions File**

This feature is currently not available.





#### **Positive Pay - Administration**

#### Full Account Reconciliation

#### **Enter Issues**

Issue files only need to be uploaded once. If they are uploaded under the Positive Pay module you do not have to upload them again under the Full Account Reconciliation module.

1. From the main menu heading select **Account Services**, under **Full Account Reconciliation** select **Enter issues**.

Velcome Account	Services  Administration	
Enter issues Import issues	Enter Issue	
Update issues Approve issues Statements -	Account Information	
Activity - reconciliation	n Account:	
Outstanding issues		
Paid checks	Item Details	
	Check number:	
	Amount:	s
	Issued date:	01 / 03 / 2018
	Issue type:	V
	Payee (optional):	
	Sequential Entry	
	To enter the next sequential is	sue for this account, check the sequential entry checkbox.
	Sequential entry:	

- 2. The **Enter Issue** screen will be displayed.
- 3. Enter the following fields to create a manual entry:
  - Account select an account number from the drop-down menu
  - **Check number** the number on the check
  - Amount the amount on the check
  - Issue Date the date the check is being issued
  - Issue Type select Issue of Void from the drop-down menu
  - Payee name on the check (optional)

# Note: If there are additional sequential manual checks to be entered select the Sequential entry checkbox.

4. Select Continue.





5. The Verify Issue screen will be displayed.

Welcome Account Ser	vices  Administration	
Enter issues Import issues	Verify Issue	
Update issues	New entry	
Approve issues Statements - reconciliation	Account Inform	ation
Activity - reconciliation Outstanding issues	Account:	*8816
Paid checks	Item Details	
	Check number:	2468
	Amount:	\$1.00
	Issued date:	1/6/2018
	Issue type:	Issue
	Payee:	
		without approving, click submit for approval.

6. Review the information, if everything is correct select **Add Issue**.

*Note: For customers setup on dual approval:* 

- If the user entering the issue has the approval entitlement, they should select the Add Issue option so they are considered the 1<sup>st</sup> approver. The second approver will approve the issue being added.
- If the user entering the issue is NOT an approver, they will need to select Submit for Approval instead of Add Issue and two other approvers will approve the issue being added.
- 7. A confirmation screen will be displayed.

Velcome Account S	ervices <b>v</b>	Administration	•
Enter issues			
Import issues		ssue Con	firmation
Update issues Approve issues	1	he following mar	nual issue entry was successful
Statements - reconciliation	1	lew entry	
Activity - reconciliation	1	Account Info	rmation
Outstanding issues			
Paid checks		Account:	*8816
		Item Details	
		Check number:	2468
		Amount:	\$1.00
		Issued date:	1/6/2018
		Issue type:	Issue
		Payee:	





#### **Full Account Reconciliation**

#### **Create Issue Format**

Issue files only need to be uploaded once. If they are uploaded under the Positive Pay module you do not have to upload them again under the Full Account Reconciliation module.

1. From the main menu heading select Account Services, under Full Account Reconciliation select Import Issues.

Welcome Account Service	es 🔻 Admir	nistration <b>v</b>			
Enter issues • Import issues Update issues Approve issues Statements - reconciliation	Add a fil	e definition   <u>View t</u>	/ Manage File Formats he status of files imported in the last 40 caler	<u>ıdar days</u>	
Activity - reconciliation	(To view, a	Name	Description	File Type	
Outstanding issues Paid checks	0	MICASH	Parses uploaded MI format Issues file	FixedFormat	
T and emotine	0	Test 1	Testing file 1	Delimited	

2. The **Import Issues** screen will be displayed.

Note: The first-time logging into FIS ARPPA Positive Pay you will need to create a file import format to match your account software output or you can use the FIS format that is already created and change your accounting software output to match.

3. Select Add a file definition under the Import Issues / Manage File Formats heading.

Velcome Account Service	Administration <b>v</b>		
Enter issues Import issues Update issues Approve issues	Add Descrip		
Statements - reconciliation Activity - reconciliation	Description Enter descriptive inform	ation to differentiate this definition from exist	ing definitions.
Outstanding issues Paid checks	Definition name: Description: File contents:		
	File type:	<ul> <li>Decisions</li> <li>Issues</li> <li>Delimited</li> <li>Fixed</li> </ul>	

- 4. Enter the following fields:
  - **Definition Name** create a name for the file





- **Description** enter a brief description
- File Content select the appropriate radio button for the type of items in the file
- File type select the appropriate radio button for the file type
- 5. Select Continue.

### **Delimited Format**

6. The Add Characteristics screen will be displayed.

/elcome Account Service	s      Administration		
Enter issues Import issues Update issues	Add Charac		
Approve issues	Description		
Statements - reconciliation	Description		
Activity - reconciliation	Definition name:	Test 3	
Outstanding issues	Description: File contents:	Testing3 Issues	
Paid checks	File type:	Delimited	
	Characteristics		
	Field delimiter: Text qualifier:	Comma (,)	
		Double Quote (") V	
	Amount format:	<ul> <li>Decimal included (i.e. 123.00)</li> <li>Decimal not included (i.e. 123)</li> <li>Applied decimal format;</li> </ul>	
	Date format:	MMDDYY V	

- 7. Under the **Characteristics** heading enter the following fields:
  - File delimiter select the appropriate delimiter from the drop-down menu
  - **Text qualifier** select the appropriate qualifier from the drop-down menu
  - Amount format select the appropriate radio button to the amount layout
  - Date format select the appropriate qualifier from the drop-down menu
- 8. Select **Continue**.





9. The Add Default Field Value screen will be displayed.

Nelcome Account Service	Administration <b>v</b>		
Enter issues	Add Default	Field Values	
Update issues	Import a file with an ex	ting format	
Approve issues Statements -	Description		Edit descripti
reconciliation Activity - reconciliation Outstanding issues Paid checks	Definition name: Description: File contents: File type:	Test 3 Testing3 Issues Delimited	
	Characteristics		Edit characterisi
	Field delimiter: Text qualifier:	Comma (,) DoubleQuote	
	Amount format:	Decimal included (i.e. 123.00)	
	Date format:	MMDDYY	
	Default Field Val		
	Enter default values th	t will be applied to all issues in your import file.	
	ABA/TRC:	V	
	Account:	Y	
	Issue type:		

- 10. Under the **Default Field Values (Optional)** heading select following fields if you would like to setup default actions.
  - ABA/TRC there is only one option in the drop-down menu
  - Account use the drop-down menu to select the default account
  - Issue type use the drop-down menu to select the default issue type
  - Issue action use the drop-down menu to select the default issue action
- 11. Select Continue.
- 12. The Add Field Properties screen will be displayed.

mport a file with an existing for	nat		
Description			Edit descrip
Definition name:	Test 1		
Description:	Testing file 1		
ile contents: ile type:	Issues Delimited		
	Delimited		
Characteristics			Edit characteris
ield delimiter:	Comma (.)		
ot qualifier:	DoubleQuote		
imount format:	Decimal not included (i.e. 123) Whole Dollar (123 = 123.00)		
	MMDDYYYY Optional)		Edit default field va
Default Field Values (O Field Properties	ptional)	import lies. For example, if the first fail is your file is "ABATTRO", and the second fails is "Account" you would led the fields as position number "1" and position number "2" to import	Edit default field val
Default Field Values (O Field Properties Inter the numeric order of the fi Taild field properties are listed b	Pptional)		Edit default field va
lefault Field Values (O ield Properties nier the numeric order of the fi aid field properties are listed to Tield Name	Pptional)	Valid Field Properties	Edit default field vi
lefault Field Values (O ield Properties nier the numeric order of the fi aid field properties are listed to Tield Name	Pptional) ields listed below as they would appear in your below for your reference.		Edit default field v
lefault Field Values (O ield Properties nier the numeric order of the fi aid field properties are listed to lield Name UBA/TRC	Pptional) ields listed below as they would appear in your below for your reference.	Valid Field Properties	Edit default field v
Default Field Values (O iield Properties mer the numeric order of the 5 laid field properties are listed b Field Name NBWTRC Account	Pptional) ields listed below as they would appear in your below for your reference.	Valid Field Properties Numeric only (0-5)	Edit default field
Default Field Values (O Field Properties Inter the numeric order of the 6 Valid field properties are listed to Field Name Autoration Account Chack Number	Pptional) ields listed below as they would appear in your below for your reference.	Valid Field Progenities           Numeric orb (0-5)           Numeric orb (0-5)           Numeric orb (0-5)	Edit default fæld va
Default Field Values (O Field Properties Inter the numeric order of the fi Valid field properties are listed to Field Name ABA/TRC ARCount Check Number Amount	Pptional) ields listed below as they would appear in your below for your reference.	Valid Flad Properties           Numer: only (5.9)           Numer: only (0.9), 17 characters max           Numer: only (0.9), 15 characters max	Edit dedsuit field u
Date format: Teld Properties End Properties Enter the numeric order of the 6 valatified properties are listed the Frield Name AbAVITIC Check Number Amount Stored Date Store Type	Pptional) ields listed below as they would appear in your below for your reference.	Valid Told Phogentius           Numeric only (0-3)           Numeric only (0-3), 17 distanction masc           Numeric only (0-3), 16 characters masc           Numeric only (0-3), 16 characters masc           Numeric only (0-3), 16 characters masc	Edit dedault field un
Default Field Values (O Field Properties Enter the numeric order of the 5 Field Name ABA/TRC Account Check Number Amount Issued Date	Pptional) ields listed below as they would appear in your below for your reference.	Valid Field Progenities           Numeric orly (0-5)           Numeric orly (0-5) (1 characters max           Numeric orly (0-5) (5 characters max           Numeric orly (0-5) (2 spacet fram 00 and on itsise than 100,000 000 00           Numeric orlitic orly (0-5) (1 characters max	Edit dedault field so
Default Field Values (O Field Properties Enter the numeric order of the fi Aldal field properties are listed to ABN/TRC ARX/TRC Check Number Ancount Check Number Ancount Sissue Type	Pptional) ields listed below as they would appear in your below for your reference.	Valid Field Physperifies           Numeric only (0-5)           Nameric only (0-5), 17 characters maix           Numeric only (0-5), 51 characters maix           Numeric only (0-5), 51 characters maix           Numeric only (0-5), graduet the maix           Numeric only (0-5), graduet the maix           Numeric only (0-5), graduet the maix the value that (0-600,000,000,000)           Numeric only (0-5), graduet the output (0-600,000,000,000)           Numeric only (0-5), graduet the output (0-600,000,000,000)           Numeric only (0-500,000,000,000,000,000)           Numeric only (0-500,000,000,000,000,000,000)           Numeric only (0-500,000,000,000,000,000,000,000,000,00	Edit dedault field su

- 13. Under the **Field Properties** heading enter the field numbers for each category.
- 14. Select Add File Definition.





15. The File Definition Confirmation page will be displayed.

New selection   Add another file			
	definition		
Description			
Definition name:	Test 1		
Description:	Testing file 1		
File contents: File type:	lissues Delimited		
rite type.	Dermied		
Characteristics			
Field delimiter:	Comma (.)		
Text qualifier:	DoubleQuote		
Amount format:	Decimal not included (i.e. 123)		
Date format: Default Field Values (Op	Whole Dollar (123 = 123.00) " MMDDYYYY ptional)		
	MMDDYYYY		
Default Field Values (Op Field Properties	MMDDYYYY ptional)		
Default Field Values (Op Field Properties Field Name	MMDDYYYY ptional) Position Number	Ved Faid Populas	
Default Field Values (O) Field Properties Field Name ABA/TRC	MMDDYYYY ptional) Position Number 1	Numeric only (0-9)	
Default Field Values (O) Field Properties Field Name ABA/TRC Account	MMDDYYYY ptional) Position Number 1 2	Numeric only (0-9) Numeric only (0-9), 17 characters max	
Field Name ABA/TRC Account Check Number	MMDDYYYY ptional) Position Number 1 2 3	Nameric only (0-9), 17 characters max Nameric only (0-9), 17 characters max Nameric only (0-9), 15 characters max	
Field Name Field Name ABA/TRC Account Check Number Amount	MICDYYYY ptional) Position Number 1 2 3 4	Nameric only (0-9), Nameric only (0-9), 17 characters max Nameric only (0-9), 15 characters max Nameric only (0-9), 15 characters max	
Coefault Field Values (Og Field Properties Field Name ABA/TRC Account Creck Number Amount Issued Date	MUDDYYYY ptional) Position Number 1 2 3 4 5	Numeric only (3-9) Numeric only (3-9): 17 characters max Numeric only (3-9): 50 characters max Numeric only (3-9): spaceful formal (0-00 characters max) Numeric only (3-9): spaceful formal (0-00 characters MUCDYY)	_
Field Values (O) Field Properties Field Name ABA/TRC Account Crock Number Amount Sissed Date Sisse Type	MUDDYYYY ptional) Position Number 1 2 3 4 5 6	Numet only 09 10 Numet only 09 10 74 Daratelet max Numet only 09 10 15 daratelet max Numet only 09 00 garatel frait 00 and loss than 100.000,000 00 Numet date inspectified primately for earriget. MIJCDYY Isaac, U-vid, V	
Coefault Field Values (Og Field Properties Field Name ABA/TRC Account Creck Number Amount Issued Date	MUDDYYYY ptional) Position Number 1 2 3 4 5	Numeric only (3-9) Numeric only (3-9): 17 characters max Numeric only (3-9): 50 characters max Numeric only (3-9): spaceful formal (0-00 characters max) Numeric only (3-9): spaceful formal (0-00 characters MUCDYY)	

#### **Fixed Format**

16. The Add Characteristics screen will be displayed.

Velcome Account Serv	vices  Administration			
Enter issues	Add Charact	eristics		
Update issues	Import a file with an existing format			
Approve issues	import a file with an exist	ing iomat		
Statements - reconciliation	Description			
Activity - reconciliation	Definition name:	Test 3		
Outstanding issues	Description: File contents:	Testing3 Issues		
Paid checks	File type:	Delimited		
	Characteristics			
	Field delimiter:	Comma (.) V		
	Text qualifier:	Double Quote (") 🗸		
	Amount format:	<ul> <li>Decimal included ( i.e. 123.00)</li> </ul>		
		<ul> <li>Decimal not included (i.e. 123)</li> </ul>		
		Applied decimal Whole Dollar (123 = 123.00) V		
	Date format:	MMDDYY V		

- 17. Under the **Characteristics** heading enter the following fields:
  - File delimiter select the appropriate delimiter from the drop-down menu
  - **Text qualifier** select the appropriate qualifier from the drop-down menu
  - Amount format select the appropriate radio button to the amount layout
  - Date format select the appropriate qualifier from the drop-down menu

18. Select Continue.





19. The Add Default Field Value screen will be displayed.

				Bank Home   Disclosures   Help   \$
ustom	ers Bank			
Velcome	Account Services 🔻	Administration <b>v</b>		
Enter issue		Add Default	Field Values	
Import iss				
Update iss		Import a file with an exist	ing format	
Approve is		Description		Edit descriptio
Statement	ls -	Description		Lan description
	econciliation	Definition name:	Test 3	
Outstandin		Description: File contents:	Testing3 Issues	
Paid check	ks	File type:	Delimited	
		Characteristics		Edit characteristic
		Field delimiter:	Comma (,)	
		Text qualifier:	DoubleQuote	
		Amount format:	Decimal included ( i.e. 123.00)	
		Date format:	MMDDYY	
		Default Field Value	es (Optional)	
		Enter default values that	will be applied to all issues in your import file.	
		ABA/TRC:	$\overline{}$	
		Account:	×	
		Issue type:		

- 20. Under the **Default Field Values (Optional)** heading select following fields if you would like to setup default actions.
  - ABA/TRC there is only one option in the drop-down menu
  - Account use the drop-down menu to select the default account
  - Issue type use the drop-down menu to select the default issue type
  - Issue action use the drop-down menu to select the default issue action
- 21. Select **Continue**.
- 22. The Add Field Properties screen will be displayed.

mport a file with an existing form	laik.			
Description				Edit descripti
Definition name:	Test 3			
Description	Fixed Format Issues			
le contents le type:	Fixed			
Characteristics	Poled			Edit characteris
naracteristics				<u>Call characteris</u>
Amount format:	Decimal included (i.e. 123.00)			
Date format:	MMDDYY			
efault Field Values (O	ptional)			Edit default field val
Default Field Values (Op	ptional)			Edit default field vali
ield Properties				
ield Properties	aids listed below, as they would appear in yo	our import file. For examp	sk, if he starting position for ABATRIC is 1 and its length in 2, the next available position in the record is 2 Enter the numeric length of the field to impo	
ield Properties	aids listed below, as they would appear in yo	our import file. For examp	sk. If the starting position for ABNTRC is 1 and its length is 2, the next available position in the record is 3. Enter the numeric length of the field to impo	Edit default field valu
ield Properties	aids listed below, as they would appear in yo	our import file. For examp	ple, if the starting position for ABATRIC is 1 and its length is 2, the next available position in the necoti is 3. Enter the numeric length of the field to impo	
ield Properties inter the numeric order of the file faild field properties are listed by	alds listed below, as they would appear in yo alow for your reference.			
ield Properties inter the numeric order of the fie faild field properties are listed by Field Name ABA/TRC	alds listed below, as they would appear in yo alow for your reference.		Valid Field Properties	
Field Properties inter the numeric order of the fie and field properties are listed by Field Name	alds listed below, as they would appear in yo alow for your reference.		Valid Field Properties Numeric only (0-9)	
Field Properties	alds listed below, as they would appear in yo alow for your reference.		Valid Finkt Properties           Numes only (0-5)           Numeric only (0-5)           Numeric only (0-5)	
Field Properties inter the numeric order of the fie faild field properties are listed by Field Name ABA/TRC Account Check Number	alds listed below, as they would appear in yo alow for your reference.		Valid Tald Properties           Name: only (55)           Name: only (56)           Name: only (56)           Status	
ield Properties inter the numeric order of the file alid field properties are listed by Field Name AsAUTRC Occount Check Number Vincunt	alds listed below, as they would appear in yo alow for your reference.		Varial Triad Properties           Numeric only (0-3)           Numeric only (0-3)           Numeric only (0-3)           Status           Numeric only (0-3)           Status           Numeric only (0-3)           Status           Numeric only (0-3)           Status           Variantic only (0-3)           Status           Numeric only (0-3)           Status           Numeric only (0-3)           Status           Numeric only (0-3)           Status           Status           Status           Numeric only (0-3)           Status           Numeric only (0-3)           Status           Numeric only (0-3)           Numeric only (0	
Tield Properties inter the numeric order of the file tailed field properties are listed by Field Name ARA/TRC Account Drack Number Monunt ssoued Date	alds listed below, as they would appear in yo alow for your reference.		Valid Field Properties           Numec only (0-9)           Numec only (0-9), 15 characters max           Numec only (0-9), 15 characters max           Numec only (0-9), 15 characters max           Numec only (0-9) granter than (0-00 cold less than 150,000,000 00           Numec only (0-9) granter than (0-00 cold less than 150,000,000 coll on 150,000,000 00	
Teld Properties Inter the numeric order of the file add field properties are listed by Field Name NBA/TRC Account Check Number Amount ssole Type	alds listed below, as they would appear in yo alow for your reference.		Vedd Third Properties           Numeric orby (0:5)           Numeric orby (0:5)           Numeric orby (0:5)           Statistic orby (0:5)           Numeric orby (0:5)           Statistic orby (0:5)           Numeric orby (0:4)	




23. The File Definition Confirmation screen will be displayed.







#### Upload Issue File

Note: The first-time logging into FIS ARPPA Positive Pay you will need to create a file import format to match your account software output or you can use the FIS format that is already created and change your accounting software output to match.

1. From the main menu heading select Account Services, under Full Account Reconciliation select Import Issues.

Velcome Account Service	es 🔻 Admir	nistration <b>v</b>			
Enter issues Import issues Update issues Approve issues Statements -	Add a fil		/ Manage File Formats he status of files imported in the last 40 caler	ıdar days	
reconciliation	(To view, edit, or delete a file definition, click the file name.)				
Activity - reconciliation Outstanding issues		Name	Description	File Type	
Paid checks	0	MICASH	Parses uploaded MI format Issues file	FixedFormat	
	0	Test 1	Testing file 1	Delimited	
	0	Test 2 Fixed	Testint Fixed Format	FixedFormat	

- 2. Select the radio button in front of the correct file format to be used for upload.
- 3. Select **Continue**.
- 4. The **Select File** screen will be displayed.

Velcome Account Se	Administration	•				
Enter issues Import issues	Select Fi	e				
Update issues Approve issues	New selection					
Statements - reconciliation		File Import Definition				
Activity - reconciliation Outstanding issues	Definition name Description:	Test 2 Fixed Testint Fixed Forma	u			
Paid checks	File type:	Fixed				
	File to import:		Browse			
	Import file					

- 5. Select **Browse** and select the issue file from the appropriate file.
- 6. Select Import File.





7. The **Import Confirmation** screen will be displayed.

Customers	ank	
Welcome Account Service	ces 🔻 Administration 👻	
Enter issues Import issues Update issues Approve issues Statements -	Import Confirmation	
reconciliation Activity - reconciliation Outstanding issues Paid checks	File definition name: Description: File name: File type: Status:	Test 2 Fixed Testini Fixed Format Pos Pay Test File 3 cav Fixed To view the imported file procession status, go to <u>File Import Status</u>

- 8. Select the **File Import Status** to make sure the file uploaded correctly.
- 9. The File Status screen will be displayed.

elcome Account Service	ss 🔻 Administration 👻								
Enter issues									
nport issues	File Status					Print this pa			
date issues	Status of imported files in the last	st 40 calendar days.							
prove issues	All approvals must be received to								
itements - onciliation		before a me will be fully processe	u.						
ivity - reconciliation	Import another file								
itstanding issues	Imported Files								
Paid checks	The value the rescrict within a file that wave not introduced data, all of on the file cores.)								
aid checks	The same the second within a fire that one								
id checks	To view the records within a file that we File Name	Total Records	Issues in File	Total Amount for Issues Voids in File	Total Amount for Voids Date Imported	Status			
id checks				Total Amount for Issues Voids in File \$38.00 0	Total Amount for Voids Date Imported \$0.00 01/12/2018	Status Completed with errors			
id checks	File Name	Total Records							
id checks	File Name Pos Pay Test File 2.csv	Total Records 8	Issues in File 8	\$38.00 0	\$0.00 01/12/2018	Completed with errors			
id checks	File Name Pos Pay Test File 2 csv Pos Pay Test File 4 csv	Total Records 8 0	Issues in File 8 0	\$38.00 0 \$0.00 0	\$0.00 01/12/2018 \$0.00 01/12/2018	Completed with errors Completed with errors			
id checks	File Name Pos Pay Test File 2.csv Pos Pay Test File 4.csv Pos Pay Test File 3.csv	Total Records 8 0 0	Issues in File 8 0	\$38.00 0 \$0.00 0 \$0.00 0	\$0.00 01/12/2018 \$0.00 01/12/2018 \$0.00 01/12/2018	Completed with errors Completed with errors Completed with errors Completed with errors Completed with errors			
id checks	File Name Pos Pay Test File 2 cay Pos Pay Test File 4 cay Pos Pay Test File 3 cay Pos Pay Test File 3 cay	Total Records 8 0 0 8 8	Issues in File 8 0	\$38.00 0 \$0.00 0 \$0.00 0 \$38.00 0	\$0.00 01/12/2018 \$0.00 01/12/2018 \$0.00 01/12/2018 \$0.00 12/19/2017	Completed with errors Completed with errors Completed with errors Completed with errors			
aid checks	File Name Pos Pay Test File 2.cov Pos Pay Test File 4.cov Pos Pay Test File 3.cov Pos Pay Test File 3.cov Pos Pay Test File 3.cov	Total Records 8 0 0 8 8 8	Issues in File 8 0	\$38.00 0 \$0.00 0 \$30.00 0 \$38.00 0 \$38.00 0	\$0.00 01/12/2018 \$0.00 01/12/2018 \$0.00 01/12/2018 \$0.00 12/19/2017 \$0.00 12/19/2017	Completed with errors Completed with errors Completed with errors Completed with errors Completed with errors			

10. Under the **Status** heading confirm the file was loaded with no issues. Click on the **File Name** hyperlink for details on the file upload.





### **Update Issues**

1. From the main menu heading select Account Services, under Full Account Reconciliation select Update Issues.

come Account Service	es      Administration			_		
Enter issues Import issues	Search Issues					
Update issues Approve issues Statements - reconciliation	Account:	1-1	View	All accounts	▼ Go	
Activity - reconciliation		Description	Type	Account	ABA/TRC	
Outstanding issues		New Account	Checking	*8816	031302971	
Paid checks	Date range:	Specific date:         01 / 05 / 2018         mmsdyyyy         From:         12 / 06 / 2017         mmdyyy         To:         01 / 05 / 2018         mmdyyyy         O:         01 / 05 / 2018         mmdyyyy         O:         Previous business day	1			
	Include:	<ul> <li>Exception issue items</li> <li>Outstanding issue items</li> </ul>				
	Check number (optional):					

- 2. The Search Issues screen will be displayed.
- 3. Enter the following fields:
  - Account select the radio button in front of the appropriate account number
  - Date range user the calendar icons to enter a Specific Date or a From and To date to search. Or select previous business day to see all items from the previous business day.
  - Include select the radio button in front of Exception issue items to view exception items or Outstanding issue items to view outstanding items.
- 4. Select Search.





5. A list of items matching the search criteria will be displayed.

ustomers 🗟 Ba						Bank Home   Disclosures   H	leip   Si
istomers ba	пк						
/elcome Account Service:	s   Administration						
Enter issues Import issues	Select Issue						
Update issues Approve issues	New search						
Statements - reconciliation Activity - reconciliation Outstanding issues Paid checks	Report created: Account: Date range: Check number: Include:	1/6/2018 2:28 031302971 • * 12/6/2017 to 1 Not requested Outstanding is	8816 • CHECKING • New Account /5/2018				
	(To view and edit details, click the Account	check number.)	Issued Date	Issued Amount	Payee		
	*8816	1001	12/18/2017	\$1.00		Delete	
	*8816	1002	12/18/2017	\$2.00	Test 2	Delete	
	*8816	1003	12/18/2017	\$2.00	Test 3	Delete	
	*8816	1045	12/18/2017	\$6.00		Delete	
	*8816	1052	12/18/2017	\$8.00		Delete	
	*8816	1063	12/18/2017	\$9.00		Delete	
	*8816	1078	12/18/2017	\$1.00		Delete	
	*8816	1082	12/18/2017	\$2.00		Delete	
	*8816	1096	12/18/2017	\$3.00		Delete	
	*8816	1234	12/18/2017	\$1.00		Delete	
	*8816	1245	12/18/2017	\$5.00		Delete	

- 6. Under the **Check** heading click on the check number hyperlink to edit item.
- 7. The **Issue Detail** screen will be displayed.
- 8. Select Edit issue.

Customers	ank		Bank Home   Disclosures   Help   Sign
Welcome Account Servic	es  Administration		
Enter issues Import issues	Issue Detai	8	
<ul> <li>Update issues</li> </ul>	New selection		
Approve issues			
Statements - reconciliation	Account Information		Edit issue • Delete issue
Activity - reconciliation			
Outstanding issues	Account	*8816	
Paid checks			
	Item Details		
	Check number:	1001	
	Issued date:	12/18/2017 12:00:00 AM	
	Issued amount:	\$1.00	
	Payee:	Testing	

9. The **Edit Issue** screen will be displayed.

Velcome Account Services	Administration <b>v</b>	
Enter issues Import issues	Edit Issue	
Update issues     Approve issues	New selection	
Statements - reconciliation	Account Inform	nation
Activity - reconciliation Outstanding issues	Account:	*8816
Paid checks	Item Details	
	Check number:	1001
	Issued date:	12 / 18 / 2017
	Issued amount:	\$ 1.00
	Payee (optional):	Testing





- 10. Edit the appropriate field(s).
- 11. Select Continue.
- 12. The **Verify Issue** screen will be displayed.

/elcome Account Service	Administration	
Enter issues Import issues	Verify Issue	
Update issues Approve issues Statements -	Account Informa	tion
Activity - reconciliation	Account	*8816
Outstanding issues Paid checks	Item Details	
	Check number:	1001
	Issued date:	12/18/2017
	Issued amount:	\$1.00
	Payee:	Testing

- 13. Verify the information is correct and select **Save Changes**.
- 14. The **Issue Confirmation** screen will be displayed.

Velcome Account Ser	vices  Administration	7
Enter issues Import issues	Issue Con	firmation
Update issues     Approve issues     Statements -     reconciliation	The changes have New selection	e been saved successfully.
Activity - reconciliation Outstanding issues	Account Info	rmation
Paid checks	Account:	*8816
	Item Details	
	Check:	1001
	Issued date: Issued amount:	12/18/2017 \$1.00
	Payee:	Testing





#### **Approve Issues**

Issue items to be approved only need to be approved once. If they are approved under the Positive Pay module you do not have to approve them again under the Full Account Reconciliation module.

1. From the main menu heading select Account Services, under Full Account Reconciliation select Approve Issues.

/elcome Account Services	Administration							
Enter issues Import issues	Approve Issues &	Issue Files						
Update issues	All approvals must be received for an issue or file before it will be accepted.							
Approve issues	Issues and files without a checkbox have already been approved by you.							
Statements – reconciliation	In the Providence Annual							
Activity - reconciliation	Issues Pending Approva	u						
Outstanding issues	Select all • Deselect all					(To view details for an issue, click the check number.)		
Paid checks	Account	Check	Amount Issued Date	Issue Type	Payee	Approval Status		
Quick Links:		50021	\$818.34 01/04/2018	Issue	Western Shipping, Inc.	0 of 2 received		
Manage alerts	V	34494	\$913.34 01/05/2018	Void	White Enterprises, Inc.	1 of 3 received		
		34482	\$721.57 01/06/2018	Issue	State of Wisconsin	0 of 1 received		
		34478	\$721.57 01/06/2018	Void	State of Wisconsin	1 of 2 received		
	Issue Files Pending App Select all • Deselect all Filename Total		otal Amount Voids in T	otal Amount Upload		To view details for an issue file, click the file name.) Uploaded By <u>Approval Status</u>		

- 2. The Approve Issues & Issue Files screen will be displayed.
- 3. A list of items requiring approval will be displayed.
- 4. Select the check number hyperlink to view additional details on the item.
- 5. Select the checkbox next to each item to be approved.
- 6. Select Approve.





7. A confirmation screen will be displayed.







#### **Statement – Reconciliation**

1. From the main menu heading select Account Services, under Full Account Reconciliation select Statement - reconciliation.

Customers	ank				ome   Disclosu	res   Help   Sig
Welcome Account Service	s 🔻 Administration 💌					
Enter issues Import issues Update issues Approve issues • Statements – reconciliation Activity – reconciliation Outstanding issues Paid checks	Account Reconciliation	ccount, select an account from the drop down ment information	list, and click "Change account." e account			
	Account	Account Type	Period Covered	Created		
	*4511.	Checking	12/01/2017 to 12/31/2017	01/01/2018 07:12:46 AM (ET)	CSV	PDF
	*4511	Checking	11/01/2017 to 11/30/2017	12/01/2017 07:10:18 AM (ET)	CSV	PDF

2. The Account Reconciliation Statement screen will be displayed.

*Note: Click on the hyperlink View historic account reconciliation statement information to be brought to the Account - Reconciliation search report.* 

- 3. A list of statements will be displayed.
- 4. Click on the **Account** hyperlink, **CSV** or **PDF** next to the appropriate statement date to view the report.

				Bank Home   Disclosures   Help   Sign Off
Customers	ank			Positive Pay Account Recon
-				
Welcome Account Services	▼ Administration ▼			
Enter issues Import issues Update issues Approve issues Statements –	Account Reconcilia New search Checks that have been converted in	ation Statement	ACH indicator beside the check number.	Print this page
Activity – reconciliation Outstanding issues Paid checks	Date: Account: Statement date range: Statement created date:	01/04/2018 09:43:09 AM (ET) 081203790 * 4511 • CHECKING 12/01/2017 to 12/31/2017 01/01/2018 07:12:46 AM (ET)		
	Account Balance Summar	у		Download this report as: CSV file V Go
	Date range: 12/01/2017 to 12/31/20	17		
	Begining Balance:		\$187,112.84	
	Credits:			
	Deposits:	1 items	\$5,262.92	
	Other Credits:	0 items	\$0.00	
	Total Credits:	1 items	\$5,262.92	
	Debits:			
	Check Debits:	4 items	\$8,901.04	
	01 0.13	4.5	640.000.00	





### **Activity – Reconciliation**

- 1. From the main menu heading select Account Services, under Full Account Reconciliation select Activity reconciliation.
- 2. The Search Account Reconciliation Activity will be displayed.

Update issues	Up to 18 months	s of data are available; a maximum of three months may	be retrieved during a single :	search.	
Approve issues					
Statements - reconciliation	Output to:	Screen (HTML)			
Activity - reconciliation		<ul> <li>CSV file (Can be used by a spreadsheet program</li> </ul>			
Outstanding issues		<ul> <li>PDF (Creates a document that can be saved o To view your output as a PDF, you must have A</li> </ul>	r printed) Veloc@ Reader® installed or		To
Paid checks		download the Adobe® Reader®, click the Adob	e link below. To confirm you	have Adobe® R	eader®
		installed, view this sample pdf file.			
		Get ADDREY READER			
	Accounts:	1-1	View	All accounts	✓ Go
		Description	Туре	Account	ABA/TRC
		test account	Checking	*8816	031302971
	Date range:	(Note: The Outstanding Issues activity report displa	ys all outstanding issues and	l is not depender	nt upon the date range.)
	Date range:	Specific date: 01 / 03 / 2018	ys all outstanding issues and	l is not depender	t upon the date range.)
	Date range:	Specific date: 01 / 03 / 2018      (mm/dd/yyyy)	iys all outstanding issues and	l is not depender	t upon the date range.)
	Date range:	Specific date: 0 / 03 / 2018      (mm/dd/yyy)     From: 12 / 04 / 2017	iys all outstanding issues and	l is not depender	it upon the date range.)
	Date range:	Specific date: 01 / 03 / 2018     (mm/dd/yyyy)     From: 12 / 04 / 2017     (mm/dd/yyyy)	ys all outstanding issues and	l is not depender	t upon the date range.)
	Date range:	Specific date: 01 / 03 / 2018     (mmxdeyyyy)     From: 12 / 04 / 2017     (mmxdeyyyy)     To: 01 / 03 / 2018	ys all outstanding issues and	l is not depender	t upon the date range.)
	Date range:	Specific date: 01 / 03 / 2018     From: 12 / 04 / 2017     To: 01 / 04 / 2017     modelyyy)     To: 01 / 03 / 2018     modelyyy)	ys all outstanding issues and	l is not depender	t upon the dale range.)
	Date range:	Specific date: 01 / 03 / 2018     (mmxdeyyyy)     From: 12 / 04 / 2017     (mmxdeyyyy)     To: 01 / 03 / 2018	ys all outstanding issues and	l is not depender	t upon the date range.)
	Date range: Include:	Specific date: 01 / 03 / 2018     From: 12 / 04 / 2017     To: 01 / 04 / 2017     modelyyy)     To: 01 / 03 / 2018     modelyyy)	ys all outstanding issues and	l is not depender	t upon the date range.)
		Specific date:         [1 / [03 / ]2018         [1 / [03 / ]2017         [2 / [04 / ]2017         [2 / [04 / ]2017         [2 / [04 / ]2017         [1 / [03 / ]2018         [1 / [03 / ]201         [1 / [03 / ]201               [1 / [03 / ]201         ]	ys all outstanding issues and	is not depender	it upon the date range.)
		Specific date:         [1] / [03] / [2018]         [immoseyyyy)         From:         [2] / [04] / [2017]         [immoseyyyy)         To:         [0] / [03] / [2018]         [immoseyyyy)         [0] / [03] / [2018]         [immoseyyyy)         Previous business day         @ Statement of activity         Outstanding issues		is not depender	it upon the date range.)
		Specific date:         [1 / [03 / ]2018         [1 / [03 / ]2017         [2 / [04 / ]2017         [2 / [04 / ]2017         [2 / [04 / ]2017         [1 / [03 / ]2018         [1 / [03 / ]201         [1 / [03 / ]201               [1 / [03 / ]201         ]		is not depender	it upon the date range.)

- 3. Enter the following fields:
  - **Output** select the format to view the report:
    - Screen view the report on your screen
    - **CSV** this report type can be opened in a spreadsheet
    - > **PDF** Adobe Reader must be installed on your computer
  - Account select the checkbox in front of the account(s) to be included on the report
  - Date Range use the calendar icons to enter a Specific date or a From and To date
  - Include select the radio button in front of the appropriate items to be included in the report
- 4. Select Generate Report.
- 5. A report based on the criteria selected will be displayed.





#### **Outstanding Issues**

1. From the main menu heading select Account Services, under Full Account Reconciliation select Outstanding Issues.

Customers	ank					Pos	itive Pay Account Re
Welcome Account Services	Administration						
Enter issues Import issues Update issues Approve issues Statements – reconciliation	Select Outstanding Ite To view reports available for a different ac View historic outstanding issues informatio	count, select an account from the drop down	Tist, and click "Change account."				
Activity – reconciliation	Account: (To view details, cl	14511	Change account				
	Account		Account Type	Period Covered	Created		
	<u>94511 - I</u>		Checking	12/13/2017 to 01/12/2018	01/12/2018 07:12:46 AM (ET)	CSV	PDF
	<u>*4511 - I</u>		Checking	11/01/2017 to 11/30/2017	12/01/2017 07:10:18 AM (ET)	CSV	PDF

*Note: Click on the hyperlink View historic account reconciliation statement information to be brought to the Account - Reconciliation search report.* 

- 2. The Select Outstanding Items Report will be displayed.
- 3. Select the **Account** from the drop-down menu.

*Note:* To view reports available for a different account, select an account from the dropdown list, and click Change account.

- 4. Click on the **Account** hyperlink, **CSV** or **PDF** next to the appropriate statement date to view the report.
- 5. A list of outstanding items will be displayed.

Enter issues Import issues	Outstanding Issues		Print this page
Update issues Approve issues	New search		
Statements – reconciliation Activity – reconciliation • Outstanding issues Paid checks	Report created:         01/05/2018 02:32:30 P           Account:         081203790 • "4511 • C           Date range:         12/06/2017 to 01/05/20           Total reported amount:         \$5,505.7           Total reported items:         9	HECKING	
			Download this report as: CSV file V Go
	Outstanding Issues           Total reported amount:         \$367.21           Total reported items:         2		
	Check Number	Issued Date	Issues Amount
	34431	01/02/2018	\$264.28
	34445	01/03/2018	\$102.93
	Future Dated Total reported amount: \$575.00 Total reported items: 1		
	Check Number	Issued Date	Issues Amount
	34472	01/07/2018	\$575.00
	Voids Total reported amount: \$1,776.02		





## **Paid Checks**

1. From the main menu heading select Account Services, under Full Account Reconciliation select Paid Checks.



*Note: Click on the hyperlink View historic account reconciliation statement information to be brought to the Account - Reconciliation search report.* 

- 2. The Select Paid Check Report will be displayed.
- 3. Select the **Account** from the drop-down menu.

*Note: To view reports available for a different account, select an account from the drop down list and click Change account.* 

- 4. Click on the **Account** hyperlink, **CSV** or **PDF** next to the appropriate statement date to view the report.
- 5. A list of paid checks will be displayed.

ustomers 😪 B	ank				Positi	ve Pay Account F
/elcome Account Services	s      Administration					
Enter issues Import issues	Paid Checks					Print this page
Update issues						
Approve issues	New search					
Statements - reconciliation	Checks that have been of	onverted into an ACH elev	tronic payment are displayed with	an ACH indicator beside the check numb	ser.	
Activity - reconciliation	Report created:	01/05/2018 02:34:54 PM	(ED)			
Outstanding issues	Account:	081203790 · *4511 · CH	ECKING			
Paid checks	Date range:	12/06/2017 to 01/05/201	8			
	Paid Checks				Download this report as: CSV file	♥ Go
	Total reported amount: Total reported items:	(\$300.00) 3				
	Account		Check Number	Posted Date		Posted Amount
	*4511		2341234	12/26/2017		(\$100.00)
	*4511		2341235	12/27/2017		(\$100.00)
	*4511		2341236	01/03/2018		(\$100.00)
				Reported Details:	Total Amount/\$3	00.00) Total Items 3





# **Partial Account Reconciliation**

## **Statement - Reconciliation**

1. From the main menu heading select Account Services, under Partial Account Reconciliation select Statement-Reconciliation.

	s      Administration					
Statements –     reconciliation     Activity – reconciliation	Account Reconci Search for paid checks Account:	liation Statements 4511 v Char	ige account			
	Account	Account Type	Period Covered	Created		
		Checking	12/01/2017 to 12/31/2017	01/01/2018 07:12:46 AM (ET)	CSV	PDF
		Checking				

- 2. The Account Reconciliation Statements screen will be displayed.
- 3. Select the **Account** from the drop-down menu.

*Note:* To view reports available for a different account, select an account from the drop down list and click Change account.

- 4. Click on the **Account** hyperlink, **CSV** or **PDF** next to the appropriate statement date to view the report.
- 5. A statement report will be displayed.

reconciliation Activity – reconciliation	Account Reconcili New selection	ation Statement		Print this page
	Date:	01/05/2018 02:54:02 PM (ET)		
	Account:	081203790 • *4511 • CHECKING		
	Statement date range:	12/01/2017 to 12/31/2017		
	Statement created date:	01/01/ 2018 07:12:46 AM (ET)		
	Account Balance Summa	ry		Download this report as: CSV file V Go
	Date range: 12/01/2017 to 12/31/2	017		
	Begining Balance:		\$187,112.84	
	Credits:			
	Deposits:	0 items	\$0.00	
	Other Credits:	1 items	\$5,262.92	
	Total Credits:	1 items	\$5,262.92	
	Debits:			
	Check Debits:	4 items	(\$8,901.04)	
	Other Debits:	1 items	(\$10,000.00)	
	Total Debits:	5 items	(\$18,901.04)	
	Ending Balance :		\$173,474.72	
	Statement of Activity			
	Credits Total reported amount: S Total reported items:	6,262.92		





### Partial Account Reconciliation

### **Activity - Reconciliation**

1. From the main menu heading select Account Services, under Partial Account Reconciliation select Activity-Reconciliation.

conciliation tivity - reconciliation		ount Reconciliation Activity a are available; a maximum of three months may be retri	eved during a sir	igle search.		
	Output to:	Screen (HTML)				
		<ul> <li>CSV file (Can be used by a spreadsheet program</li> </ul>	1)			
		<ul> <li>PDF (Creates a document that can be saved or p To view your output as a PDF, you must have A below. To confirm you have Adobe® Reader® in</li> </ul>	obe® Reader®	installed on yo sample pdf fil	eur computer. To do	ownload the Adobe® Reader®, click the Adobe link
	Account:	1-3		All accourt	ts 🗸 Go	
		Description	Type	Account	ABA/TRC	
			Saving	*2470	081203790	
		V	Checking	*4511	081203790	
			Checking	*4512	081203790	
	Posted date range:	Specific date: 01 / 05 / 2018 (mm/dd/yyyy)				
		From: 12 / 06 / 2017				
		(mm/dd/yyyy) To: 01 / 05 / 2018				
		(mm/dd/yyyy)				
		Previous business day				
	Include:	<ul> <li>Statement of activity</li> </ul>				
		O Paid Checks				

- 2. The Search Account Reconciliation Activity will be displayed.
- 3. Enter the following fields:
  - **Output** select the format to view the report:
    - Screen view the report on your screen
    - **CSV** this report type can be opened in a spreadsheet
    - > **PDF** Adobe Reader must be installed on your computer
  - Account select the checkbox in front of the account(s) to be included on the report
  - Posted Date Range use the calendar icons to enter a Specific date or a From and To date
  - Include select the radio button in front of the appropriate items to be included in the report
- 4. Select Generate Report.
- 5. A report based on the criteria selected will be displayed.





### **Deposit Reconciliation**

### **Statement – Deposit Reconciliation**

1. From the main menu heading select Account Services, under Deposit Reconciliation select Statement- deposit reconciliation.

Customers	ank				ome   Disclosure	
Welcome Account Services	Administration					
Statement - deposit reconciliation Activity - deposit reconciliation	Select Deposit State Search deposit activity Account (To very details, slid the stourt.)	ement ∵4511 √] Change accoun	t.			
	Account *4511 - *4511 -	Account Type Checking Checking	Period Covered 12/01/2017 to 12/31/2017 11/01/2017 to 11/30/2017	Created 01/01/ 2018 07:12:46 AM (ET) 12/01/ 2017 07:10:18 AM (ET)	<u>CSV</u> <u>CSV</u>	PDF PDF
	<u>*4511 -</u>	Checking	11/01/2017 to 11/30/2017	12/01/ 2017 07:10:18 AM (ET)	<u>CSV</u>	PDF

- 2. The Select Deposit Statement screen will be displayed.
- 3. Click on the **Account** hyperlink, **CSV** or **PDF** next to the appropriate statement date to view the report.
- 4. The deposit report will be displayed.

atement – deposit conciliation	Deposit Statemer	t			Print this page
vity - deposit onciliation	New selection				
	Date:	01/05/2018 03	:26:54 PM (ET)		
	Accounts:	081203790 • *	4511 · CHECKING		
	Statement date range:	12/01/2017 to	12/31/2017		
	Statement created date:	01/01/2018 07	:12:46 AM (ET)		
	Account Balance Summ	ary			Download this report as: CSV file V Go
	Date range: 12/01/2017 to 12/31	2017			
	Beginning Balance:			\$175,923.39	
	Credits:				
	Deposits with Location/S	erial #:	5 items	\$12,211.82	
	Deposits without Locatio	n/Serial #:	2 items	\$4,240.55	
	Other Credits:		0 items	\$0.00	
	Total Credits:		7 items	\$16,452.37	
	Debits:				
	Other Debits:		1 items	\$10,000.00	
	Check Debits:		4 items	\$8,901.04	
	Total Debits:		5 items	\$18,901.04	
	Ending Balance :			\$173,474.72	
	Enoung balance :			3113,414.12	





### **Deposit Reconciliation**

### **Activity – Deposit Reconciliation**

1. From the main menu heading select Account Services, under Deposit Reconciliation select Activity- deposit reconciliation.

Statement – deposit reconciliation Activity - deposit reconciliation		Recon Activity Report Criteria I data are available, a maximum of three months may be retrieved during a single search.
	Output to:	Screen (HTML)
		<ul> <li>CSV file (Can be used by a spreadsheet program)</li> </ul>
		PDF (Creates a document that can be served or printed) To view your output as a PDF, you must have Adobe@Reader® installed on your computer. To download the Adobe® Reader®, click the Adobe link below. To confirm you have Adobe® Reader® installed, view this <u>sample pdf file</u> .
		L there was a
	Account	Select al + Deselect al
		ABA/TRC Account Number Description
		081203790 *2470
		☑ 081203790 *4511
		2 081203790 *4512
	Date range:	Specific date: 01 / 05 / 2018
		From:         12 / [06 / [2017 ]]         (mm/sdypy)
		To: 01 / 05 / 2018 TH (mm66/yyy)
		Previous business day
	Include:	Deposit activity by location/serial #
		Deposit items without location/serial #

- 2. The Deposit Recon Activity Report Criteria screen will be displayed.
- 3. Enter the following fields:
  - **Output** select the format to view the report:
    - Screen view the report on your screen
    - **CSV** this report type can be opened in a spreadsheet
    - > **PDF** Adobe Reader must be installed on your computer
  - Account select the checkbox in front of the account(s) to be included on the report
  - Date Range use the calendar icons to enter a Specific date or a From and To date
  - Include select the radio button in front of the appropriate items to be included in the report
- 4. Select Generate Report.
- 5. A report based on the criteria selected will be displayed.





### **Positive Pay - Administration**

### Communication

### **Mail and Alerts**

1. From the main menu heading select Administration, under Communications select Mail and Alerts.

elcome Account Servic	es      Administration					
Mail and alerts Sent mail	Received Mail and	Alerts				
Manage alerts Contact us	Review your received mail and ale messages and click "Delete messa	rt messages. To read a m ages."	essage, click its subje	ct. To view messages you have	sent, go to $\underline{\operatorname{Sent}\operatorname{Mail}}.$ To delete messages, check the o	desired
Forms and documents	Received messages will be autom	atically deleted after 90 da	ys.			
	To manage the alerts you receive,	go to Manage Alerts.				
	Select all • Deselect all					
	Select all • Deselect all Date	Status	Туре	Sent From	Subject	

- 2. A list of **Mail and Alerts** will be displayed.
- 3. To read Mail or Alerts click on the **Subject** hyperlink.
- 4. Once message is read select the checkbox in front of the message and select **Delete messages**.





### Sent Mail

This feature is not available please contact your Customers Bank representative.





## **Manage Alerts**

1. Select Manage Alerts from the middle of the page.

elcome Account Service	s 🔻 Adminis	tration 🔻						
Mail and alerts Sent mail	Recei	ved Mail and	Alerts					
Manage alerts Contact us	Review yo messages	ur received mail and ale and click "Delete messa	rt messages. To read a me iges."	ssage, click its subje	ct. To view messages you have	sent, go to $\underline{Sent Mail}$ . To delete messages, check the det	sired	
orms and documents	Received r	Received messages will be an unavcally deleted after 90 days.						
	To manage	e the alerts you receive,	go to Manage Alerts.					
	Select all	Deselect all						
		Date	Status	Type	Sent From	Subject		
		12/04/2017	Read	Alert	Bank	Password Changed		

2. The Manage Alerts screen will be displayed.

Velcome Account Se	ervices      Administration		
Mail and alerts Sent mail	Manage Alerts		
Manage alerts Contact us	Use this page to manage the alerts you receive and always delivered to your online banking mailbox. A	ow you receive them. You can add new alerts, change existing alerts, or delete non-mandatory alerts. Enabled alerts are able destinations depend upon the contact information you enter in <u>Personal Preferences</u> .	
Forms and documents			
Torns and documents	Account Alerts Non-account Al	s Custom Alerts	
	Select the account for which you would like to ma	ge alerts and click "Go." To add or delete an alert for multiple accounts at once, go to <u>Set Up Account Alerts</u>	
	Select the account for which you would like to ma test account - '8816 V Go Alerts for test account - '8816	ge alerts and click "Go." To add or delete an alert for multiple accounts at once, go to <u>Set Up Account Alerts.</u>	
	test account - *8816 V Go	ge alerts and click. "Go." To add or delete an alert for multiple accounts at once, go to <u>Set Up Account Alerts.</u> Send To	
	test account - *8816 Go Alerts for test account - *8816		
	test account - "8816 Alerts for test account - "8816 Alert		
	test account - *8816 V Go Alerts for test account - *8816 Alert Account Reconciliation & Positive Pay Alerts	Send To	
	Itest account -18816 Go Alerts for test account - 18816 Alert Account Reconciliation & Positive Pay Alerts Account Stale Date	Send To Alert is off <u>Add</u>	

### **Account Alert Tab**

3. There are two way to add account alerts.





## **Option One**

4. From the Manage Alerts screen a list of alerts will be displayed

ustomers 📚 Ba	ank		Bank Home   Discosures   Help
elcome Account Service	es 🔻 Administration 🔻		
Mail and alerts Sent mail	Manage Alerts		
Manage alerts Contact us	Use this page to manage the alerts you receive and how you receive the always delivered to your online banking mailbox. Available destinations	hem. You can add new alerts, change existing alerts, or delete non-mandatory alerts s depend upon the contact information you enter in <u>Personal Preferences</u> .	s. Enabled alerts are
Forms and documents	Account Alerts Non-account Alerts Cus	stom Alerts	
	Select the account for which you would like to manage alerts and cliv	ck "Go." To add or delete an alert for multiple accounts at once, go to <u>Set Up Accou</u>	nt Alerts,
	test account - *8816 V Go		
	Alerts for test account - *8816		
	Alert	Send To	
	Account Reconciliation & Positive Pay Alerts		
	Account Stale Date	Alert is off	Add
	Check Issue Approval Pending	Alert is off	Add
	Positive Pav	Alert is off	
			Add

- 5. Select an account number from the drop-down menu in the middle of the page and select **Go**.
- 6. Click on the **Add** hyperlink next to the appropriate alert.
- 7. Select the checkbox next to your e-mail address.

ent mail	Manage Alerts	
Manage alerts Contact us Forms and documents	Use this page to manage the alerts you receive and how you receive them. You can add new alerts, always delivered to your online banking mailbox. Available destinations depend upon the contact infinite Account Alerts Non-account Alerts Custom Alerts Select the account for which you would like to manage alerts and click "Go" To add or delete an a test account - #816 Y Go	ormation you enter in <u>Personal Preferences</u> .
	Alerts for test account - *8816	
	Alert	Send To
	Account Reconciliation & Positive Pay Alerts	
	Account Reconcination of Ostave Lay Alerts	
	Account State Date at a setting for an account is changed.	I mdonovan@customersbank.com
	Account Stale Date	⊠ mdonovan@customersbank.com Add alert Do not add alert
	Account Stale Date	
	Account Stale Date Notifies you when the stale date setting for an account is changed.	Add alert Do not add alert

- 8. Select Add Alert.
- 9. Repeat steps 5 8 until all account alerts are setup.





#### **Option Two**

10. Under the Account Alerts tab select Set Up Account Alerts in the middle of the page.



11. The **Set-Up Account Alerts – Select Alert** screen will be displayed.

Customers	eaexinonia ( usosunas ) nep ( signit
Welcome Account Service	Administration V
Mail and alerts Sent mail • Manage alerts Contact us	Set Up Account Alerts - Select Alert To add or delete alerts for multiple accounts at a time, select an alert and click "Go." To view and manage account alerts for individual accounts, return to Manage Alerts.
Forms and documents	Alert V Go

12. Using the drop-down menu next to **Alert** fields, select the type of alert to be setup.

Customers	Bank		Bank Home   Disolosu	es   Help	Sign Of
Welcome Account Ser	vices 🔻 Administra	on 🔻			
Mail and alerts Sent mail • Manage alerts Contact us Forms and documents		Account Alerts - Select Alert te alerts for multiple accounts at a time, select an alert and click "Go." To view and manage account alerts for individual	l accounts, return to <u>Manage Alerts</u> .		
	Alert:	Account Stale Date Check Issue Approval Pending Positive Pay Positive Pay Exception Reminder			

13. Select Go.





14. The **Set-Up Account Alerts** screen will be displayed.

Welcome Account Service	Administration	•					
Mail and alerts Sent mail	Set Up A	account Alerts					
Manage alerts		add or delete account alerts for multi	inte accounte at a time. The	e enttinge vou indicat	te below will overri	de slart eattinge you	
Contact us	have made for in	dividual accounts on the Manage Ale	erts page. To set up a differ	ent alert, select the	alert and click "Go'		
Forms and documents	To view and man	nage account alerts for individual acc	ounts, return to Manage Ale	erts.			
	Available destinat	ations depend upon the contact inform	nation you enter in Persona	al Preferences.			
	Alert	Positive Pay Exception Remind					
	Description:	Positive Pay Exception Remin					
	Destinations	Notifies you an hour before your		when there are exc	eption items that h	ave not yet been decisioned	L. (
	(optional):	mdonovan@customersbank	.com				
	Accounts:	1-2	V	/iew: All accounts	✓ Go		
		Description	Туре	Account	ABA/TRC		
		test account	Checking	*8816	031302971		
		Test Account Only	Checking	*9036	031302971		

- 15. Select checkbox next to the **Destination** field to select your **e-mail address** to have the alerts sent.
- 16. Next to the **Accounts** heading select the checkbox next to each account that will receive alerts.
- 17. Select Save Changes.

#### Non- Account Alert Tab

1. From the Manage Alert screen select the Non-Account Alert tab.







2. A list of other alert types will be displayed.

Mail and alerts Sent mail	Manage Alerts		
Manage alerts Contact us Forms and documents	Use this page to manage the alerts you receive and how you receive them. You can add new aler always delivered to your online banking mailtox. Available destinations depend upon the contact Account Alerts Non-account Alerts Custom Alerts	ts, change existing alerts, or delete non-mandatory alerts. Enabled information you enter in <u>Personal Preferences</u> .	alerts are
	Alert	Send To	
	New Balance Account	Alert is off	Add
	Company Stale Date	Alert is off	Add
	Issue File Approval Pending	Alert is off	Add
	✓ E-mail Address Changed	mdonovan@customersbank.com	Change
	<ul> <li>Telephone Number Changed</li> </ul>	mdonovan@customersbank.com	Change
	User Telephone Number Changed	Alert is off	Add
	Decision File Import Completed With Errors	Alert is off	Add
	Decision File Approval Pending	Alert is off	Add
	Decision File Import Failed	Alert is off	Add
	Issue File Import Completed With Errors	Alert is off	Add
	Issue File Import Failed	Alert is off	Add
	Issue File FTP Successful	Alert is off	Add
	Issue File FTP Failed	Alert is off	Add
	Beauward Characad	militaria Quarterra hadi yan	Oheren

3. Click on the **Add** hyperlink to add an alert type.

Mail and alerts Sent mail	Manage Alerts		
Manage alerts Contact us Forms and documents	Use this page to manage the alerts you receive and how you receive them. You can add new aler always delivered to your online banking mailbox. Available destinations depend upon the contact Account Alerts Non-account Alerts Custom Alerts	ts, change existing alerts, or delete non-mandatory alerts. Enabled aler nformation you enter in <u>Personal Preferences</u> .	ts are
	Alert	Send To	
	New Balance Account	☐ mdonovan@customersbank.com	lert
	Company Stale Date	Alert is off	Add
	Issue File Approval Pending	Alert is off	Add
	✓ E-mail Address Changed	mdonovan@customersbank.com	Change
	✓ Telephone Number Changed	mdonovan@customersbank.com	Change

- 4. Select the checkbox in front of your e-mail address.
- 5. Select Add alert.





### **Custom Alerts Tab**

This feature is to create a truly custom alert. For example: Run weekly outstanding check report. The alert will be sent the morning of the schedule date.

1. From the Manage Alert screen select the Custom Alerts tab.

Customers	ınk	Bank Home   Diadosures   Hep   Sign Of
Welcome Account Service	Administration V	
Mail and alerts Sent mail Manage alerts Contact us Forms and documents	Manage Alerts         Use this page to manage the alerts you receive and how you receive them. You can add new alerts, change always delivered to your online banking malibox. Available destinations depend upon the contact information         Account Alerts       Non-account Alerts         Custom Alerts       Custom Alerts         Select the account for which you would like to manage alerts and click "Go" To add or delete an alert for net account - 18816	n you enter in <u>Personal Preferences</u>
	Alert	Send To

2. Select **Add new alert** from the middle of the page.

Customers Bank	(	Bank Home   Disclosures	Help   Sign Off
Welcome Account Services <b>v</b>	Administration 🔻		
Manage alerts	Manage Alerts Use this page to manage the alerts you receive and how you receive them. You can add new alerts, change existing alerts, or delate non-mandatory alerts, and aleve alerts change existing alerts, or delate non-mandatory alerts, and aleve alerts or online banking mailbox. Available destinations depend upon the contact information you enter in <u>Personal Preferences</u> . Account Alerts Non-account Alerts Custom Alerts Alert Frequency Rect Send On Ro custom alerts are available at this time.	Enabled alerts are	

3. The Add Custom Alert screen will be displayed.

Subject:	
Alert message:	0
Send to:	→ Bank mail inbox
	diameter description discrete
Frequency:	One time V
Next send on:	12 / 29 / 2017 m
	(uuusee1311)

- 4. Enter the following fields:
  - **Subject** enter a title to the alert
  - Alert message create a message
  - Sent to select the checkbox in front of your e-mail address





- **Frequency** use the drop-down menu to select the appropriate frequency to receive the alert
- Next send on use the calendar icon to enter the appropriate dates
- 5. Select Add Alert.





### **Personal Preferences**

1. Under the Account Alerts tab select Set Up Account Alerts in the middle of the page.



2. The Set-Up Account Alerts – Select Alert screen will be displayed.

Customers	Bark Home
Welcome Account Service	s V Administration V
Mail and alerts Sent mail	Set Up Account Alerts - Select Alert
Manage alerts	To add or delete alerts for multiple accounts at a time, select an alert and click "Go." To view and manage account alerts for individual accounts, return to Manage Alerts.
Contact us	
Forms and documents	
	Alert: Go

3. Using the drop-down menu next to **Alert** fields, select the type of alert to be setup.

Customers	ank	e I
Welcome Account Service	ces 🔻 Administration 👻	
Mail and alerts Sent mail • Manage alerts Contact us Forms and documents	Set Up Account Alerts - Select Alert To add or delete alerts for multiple accounts at a time, select an alert and click "Go" To view and manage account alerts for individual accounts, return to Manage Alerts.	
	Alert: Account Stale Date Check Issue Approval Pending Positive Pay Exception Reminder	

4. Select Go.





5. The **Set-Up Account Alerts** screen will be displayed.

Customers 😤 Bank										Bank Home
ustomers and										
Welcome Account Services 🔻	Administration									
Mail and alerts Sent mail	Set Up Ac	count A	lerts							
Manage alerts     Contact us	Use this page to ad have made for indi-	ld or delete acc vidual accounts	count alerts for multiple ac s on the Manage Alerts pa	counts at a time. T age. The coop a on	he set lerent a	tings you indicate	e below w lert and c	II overri ick "Go"	de alert settings you	
Forms and documents	To view and manag	ge account aler	rts for individual accours,	, return to Manage	Alerts.					
	Available destination	uns depend upo	on the contact information	you enter in Perso	nal Pre	eferences.	/			
	Alert:	Positive Pay	/ Exception Reminder 🗸	Go						
	Description:	Positive Pay	Exception Reminder							
		Notifies you a	an hour before your decis	ioning window clos	es whe	en there are exce	eption iten	s that h	ave not yet been decisioned.	
	Destinations (optional):	mdonova	an@customersbank.com							
	Accounts:	1-2			View:	All accounts	~	Go		
			escription	Туре		Account	ABA	TRC		
		tes	st account	Checking		*8816	031302	971		
		🗆 Te	est Account Only	Checking		*9036	031302	971		
	Save changes	Do not say	ve changes							

- 6. Select **Personal Preferences** in the middle of the page.
- 7. The **Personal Preferences** screen will be displayed.

Customers	ank
Welcome Account Servie	ses 🔻 Administration 💌
Manage contact preferences Manage favorites View user activity report	Personal Preferences
new oper dearing report	The primary e-mail address listed below will be used for bank communications such as alerts and electronic statement notifications.
	A secondary e-mail address can be added for use as an optional or backup e-mail.
	Primary e-mail address: mdonovan@customersbank.com <u>Change this address</u> Secondary e-mail address (optional): No secondary e-mail address on file <u>Change this address</u>
	Telephone
	The telephone numbers listed below may be used to contact or notify you for security reasons.
	Telephone number: Work: (401) 553-5055 Change Add additional telephone number
	Save changes Do not save changes

- 8. Under the **E-mail** heading select **Change this address** next to the secondary address field to add an additional e-mail address of next to primary address to change the existing e-mail address.
- 9. Under the **Telephone** heading select **Change** next to the exiting phone number to change your primary phone number.
- 10. Select the **Add additional telephone number** hyperlink to add an additional phone number.
- 11. Select Save changes.





### **Contact Us**

This feature is not available please contact your Customers Bank representative.

### **Forms and Documents**

This feature is not available please contact your Customer Bank representative.





#### **Manage User**

The Bank will setup all users for the Positive Pay platform; however, the Admins can edit existing users.

#### **Edit Users**

1. From the main menu heading select **Administration**, under **Company Administration** select **Manager users**.

Welcome Account Services	s 🔻 Administration 🔻									
Manage users     Approve user changes     Manage account     information     Manage approval settings     Invalid login report     User setup report     Express account     management	Create New User To create a new user, click on the but Create new user		r during the process.							
	Manage Existing Users			<ul> <li>omanage a user's promound the services &amp; accounts, system access, or change limits, click on the appropriate user ID.</li> </ul>						
		vices & accounts, system access, or change limits, click on the	appropriate user ID.							
6		vices & accounts, system access, or change limits, click on the First Name	appropriate user ID. Last Name	Status						
(	to manage a user's promo, the sen			Status Active	System access					
$\langle$	to manage a user's promo, the sen	First Name	Last Name		System access					

- 2. The **User Administration** screen will be displayed.
- 3. A list of users will be displayed.

Customer Devel					Bank Home				
Customers 📚 Ban	K								
Welcome Account Services	Administration								
Manage users     Approve user changes     Manage account     information     Manage approval settings     Invalid login report     User setup report     Express account     management	Create New User		er during the process.						
	Manage Existing Users								
	To manage a user's profile, roles, services & accounts, system access, or change limits, click on the appropriate user ID.								
	User ID	First Name	Last Name	Status					
	PDONOVAN	Peg	Donovan	Active	System access				
	TESTER	Tester	Tester	Active	System access				
	Manage Saved Users								
	There are no saved draft users.								

4. Click on the name hyperlink of the appropriate user to edit.





5. The **User Profile** screen will be displayed.

Velcome Account Services	Administration		
Manage users			
Approve user changes	User Profile		Print this page
Manage account information	To edit the user's profile, click the	appropriate edit link. To delete this user, click "Delete user." To modify the user's system access, click "Edit User Information."	
Manage approval settings	To view a different user profile, ret	turn to User Administration.	
Invalid login report	User Information		Edit User Information • Delete user
User setup report	Name	Tester Tester	Edit User Frietmater) • Denne Ger
Express account management	User ID:	TESTER	
	User status:	Activo	
	Contact Information		Edit Contact Information
	Primary e-mail address:	Tester@customersbank.com	Edit Contact Highwarden
	Secondary e-mail address:	No secondary e-mail address on file	
	Telephone number:	Work: +1 (401) 563-5055	
	Roles		Edt Roles
			LOE HORES
	Roles		
	Administration		
	Setup Approval		
	Abbrovar		
	Services & Accounts		Edit Services & Accounts
	Service		
	Full Account Recon		Service enabled, accounts entitled.
	Positive Pay Exception Main	tenance	Service enabled, accounts entitled.
	Limits		
	None of the enabled services inclu	vie user limits	

- 6. Click on **Edit** under the appropriate section to edit.
- 7. Make required edits in each section and select **Save changes**.





### **Approve User Changes**

1. From the main menu heading select **Administration**, under **Company Administration** select **Approve user changes**.

							Bank Home   Disclosures   Help   Sig
Customers 😂 Ba	ink						Positive Pay Account Rec
Velcome Account Services	<ul> <li>Adm</li> </ul>	inistration 🔻					
Manage users	Har	Administration A	pproval - Selection				
Approve user changes							
Manage account information			e appropriate user profile and click "Approve	" All approvals must be received before t	the user profile request will be applied.		
Manage approval	User p	rofiles without a checkbox have alre	ady been approved by you.				
settings Invalid login report	Unap	proved User Profiles					
User setup report							
Express account	Selec	all - Deselect all					(To view details for a user profile, click on the User ID.)
management		User ID	First Name	Last Name	Approval Status	Approval Action Pending	
		NEWUSER	Mark	Rogers	1 of 2 received	Add user	
Quick Links:		MODIFYUSER	John	Doe	1 of 2 received	Edit user	
Manage alerts	1	EDITUSER	John	Rogers	1 of 2 received	Edit user	
		DELETEUSER	Jim	P	1 of 2 received	Delete user	
	×	DAVID2	David	Akers	1 of 2 received	Delete user	
	2	DEMOUSER	Demo	User	1 of 2 received	Edt user	
	Appr	2400					
	white	546					

- 2. The User Administration Approval Selection screen will be displayed.
- 3. A list of users to be approved will be listed
- 4. Select the checkbox in front of each user to approve.

Note: Click on Edit user to edit their settings.

- 5. Select Approve.
- 6. The User Administration Approval Confirmation screen will be displayed.







### **Manage Account Information**

1. From the main menu heading select Administration, under Company Administration select Manage Account Information.

ustomers 🛜 Ba	nK			
Velcome Account Services	▼ Administration ▼			
Manage users Approve user changes	Account Administration			
Manage account information	To change the description of an account, click	the corresponding description.		
Manage approval settings	1-2			View: All accounts Go
Invalid login report		-	Account	TRC
Invalid login report User setup report	Description	Туре	Houdan	ING
	Description test account	Checking	5618816	031302971

- 2. The **Account Administration** screen will be displayed.
- 3. Click on the **account name** hyperlink.
- 4. The Change Account Description screen will be displayed.

Customers 📚 Bar	nk		Bank Home E
Welcome Account Services	▼ Administration ▼		
Manage users Approve user changes Manage account information Manage approval settings Invalid login report User setup report Express account management	Change Accou Please make the required ch Account Information	anges and click "Save changes." To return to the list of accounts, go to <u>Account Administration</u> .	
	TRC: Account number: Account type: Description: Save changes Do not a	031302971 8816 Checking test account × ave changes	

- 5. In the **Descriptio**n field enter the new name of the account.
- 6. Select Save changes.





### **Manage Approval Settings**

#### Under this section the Admin can setup dollar limits for users and setup dual approval settings.

1. From the main menu heading select Administration, under Company Administration select Manage Approval Settings.

Customers	Bank				Bank Home   Disclosures   Help   Sign C
Welcome Account Se	ervices				
Manage users Approve user changes					
Manage account information Manage approval settings	Enter the required approvals for the select CAUTION: Please check your approval se than the number of users authorized to ap	attings before they are saved. You will	." I not be able to transmit a request if the numb	per of approvals required for a serv	ice is greater
Invalid login report User setup report Express account management		licate the required approvals if the rec	quest amount is less than or equal to or great s them, select Require Separate Entry From /		cted if your company has at least
	Service Name	Request Amount	Approvals If Less Or Equal	Approvals If Greater	Require Separate Entry From Approval
	Positive Pay Exception Maintenance	\$0.00	1	1	
	Reverse Positive Pay	\$0.00	1	1	
	Approvals Required For Issue Enter the number of approvals required for		lecision import. Approvals for Positive Pay Ex	ception Maintenance and Reverse	Positive Pay must be equal.
	Service Name		Approvals R	equired	
	Full Account Recon		1		

- 2. The Approval Administration screen will be displayed.
- 3. Under the Approvals Required for Transaction heading, enter the following fields:
  - **Request Amount** enter the amount that requires approval
  - Approvals If Less or Equal enter the number of approvers required for an item less than or equal to the request amount
  - Approvals If Greater enter the number of approvers required for an item greater than the request amount
- 4. Select Save changes.





## **Invalid Login Report**

This report is not available because we use a single sign on access via Business Online Banking.





### **User Setup Report**

1. From the main menu heading select Administration, under Company Administration select User Setup Report.

Custom	ers 📚 Bank		Bank Home   Disclosures   Heby	Sign (
Welcome	Account Services 🔻	Administration <b>v</b>		
Manage us Approve us Manage ad information	ser changes		Report Criteria oot criteria and click "Generate report."	
Invalid logi		0.4.44	- E-mar (778)	
User setu Express ac management	count	Output to:	Screen (HTML)     CSW file (Can be used by a spreadsheet program)	
			OPDF (Creates a document that can be saved or printed) To rive your output as a PDF, you must have Adobe® Reader® installed on your computer. To download the Adobe® Reader®, click the Adobe link below. To confirm you have Adobe® Reader® installed, view this <u>sample poll file</u> . <u>Some name</u> .	
		User ID:	Al users     Specific user:	
		Report by role:	All V	
		Generate report		_

- 2. The User Setup Report Criteria screen will be displayed.
- 3. Enter the following fields:
  - **Output** select the format to view the report:
    - Screen view the report on your screen
    - **CSV** this report type can be opened in a spreadsheet
    - > **PDF** Adobe Reader must be installed on your computer
  - User ID select the radio button in front of All user or use the drop-down menu to select a specific user
  - Report by role use the drop-down menu to select the appropriate role
- 4. Select Generate report.
- 5. A report matching the search criteria will be displayed.





#### **Express Account Management**

1. From the main menu heading select Administration, under Company Administration select Express account management.

Bank Home   Disclosures   Hep   Sig		
Welcome	Account Services V	Administration 🔻
Manage a information	user changes account on approval settings	Express Account Management Select the user and account to manage and cick "Go". The available services for the account will be displayed below. Select the services that the selected account will be assigned to, and cick "Save changes", Saved changes will override current entitlements for the selected account and services. To review changes, go to <u>User Administration</u> .
User setu • Express manager	account	User:  V Account New Account-Checking-*8816  Go

- 2. The Express Account Management screen will be displayed.
- 3. Select a **User** from the drop-down menu.
- 4. Select an **Account** from the drop-down menu.
- 5. Select Go.
- 6. Using the checkboxes select the **Service(s)** for the user.
- 7. Under Entitle Account use the checkboxes to select the appropriate services.
- 8. Under Allow Transmit use the checkboxes to select the appropriate services.
- 9. Select Save Changes.




### **Service Administration**

# Manage Full Account Reconciliation Settings

1. From the main menu heading select Administration, under Service Administration select Manage full account reconciliation settings.



- 2. The **Full Account Recon Administration** screen will be displayed along with a list of accounts setup for Full Account Reconciliation.
- 3. Click on the Account number hyperlink.
- 4. The Full Account Recon Administration Edit Account Details screen will be displayed.



- 5. In the **Company stale date setting** field enter a new stale date number.
- 6. Select Save changes.





# Edit

7. Select **Edit** in the middle of the page to change the stale date.



- 8. The Full Account Recon Administration Edit Company Stale Date Setting screen will be displayed.
- 9. In the **Company stale date setting** field enter a new stale date number.
- 10. Select Save changes.





### **Service Administration**

### Manage Reverse Positive Pay Settings

1. From the main menu heading select Administration, under Service Administration select Manage reverse positive pay settings.

Customers	nk			Bank Home   Disclosures   Help   Sign Positive Pay Account Rec
Welcome Account Services	Administration	•		
Manage full account reconciliation settings Manage reverse positive pay settings Manage positive pay		Positive Pay Admi		Print this page
settings	(To edit account reven	se positive pay settings, click on the account	t number.)	
	TRC/ABA	Account Number	Description	Exception Minimum Amount
	791000123	87654321	1st Reverse Positive Pay account	\$100.00
	791000123	87654322	2nd Reverse Positive Pay account	\$1,000.00
	791000123	87654333	3rd acct Reverse Positive Pay	\$1,500.00

- 2. The **Reverse Positive Pay Administration** screen will be displayed along with a list of accounts setup for Reverse Positive Pay.
- 3. Click on the **Account Number** hyperlink to edit the minimum exception amount.
- 4. The Reverse Positive Pay Administration Edit Account Settings screen will be displayed.

Account Information		
TRC: Account number: Reverse Positive Pay minimum exception amount:	000027892 87654321 \$100.00	(maximum is \$2.000.00)
Save changes Do not save changes		

- 5. In the **Revers Positive Pay minimum exception** amount field enter an amount.
- 6. Select Save changes.





### **Service Administration**

### **Manage Positive Pay Settings**

1. From the main menu heading select **Administration**, under **Service Administration** select **Manage positive pay settings**.

Customers 😂 Ba	ink					Bank Home   Disclosures   Help   Sign C
Welcome Account Service	Administration V					
Manage full account reconciliation settings Manage reverse positive pay settings • Manage positive pay settings	Positive Pay A Company Positive Company stale date set p Account Positive P	<b>P.y Information</b> g: 180 days • <u>Edit</u>				Print this page
	1-2 (To edit account positive pay set	tings, click on the account	number.)			View: All accounts V Go
	Description	Туре	Account	TRC	Stale Date Setting	Exception Minimum Amount
	New Account	Checking		031302971	18D days	\$0.01
	Test Account Only	Checking		031302971	180 days	\$0.01

- 2. The **Positive Pay Administration** screen will be displayed along with a list of accounts setup for Positive Pay.
- 3. Click on the **Account** number hyperlink.
- 4. The **Positive Pay Administration Edit Account Positive Pay Settings** screen will be displayed.

Account Information	
TRC	031302971
Account number:	
Stale date setting:	180 (maximum is 180 days)
Positive Pay minimum exception amount:	\$0.01 (maximum is \$0.01)

- 5. In the **Stale date setting** field enter a new stale date number.
- 6. In the **Positive Pay minimum exception amount** field enter a new amount.

*Note: The minimum amount can either be \$0.00 or \$0.01.* 

7. Select Save changes.





### Edit

8. Select **Edit** in the middle of the page to change the stale date.



- 9. The **Positive Pay Administration Edit Company Stale Date Setting** screen will be displayed.
- 10. In the **Company stale date setting** field enter a new stale date number.
- 11. Select Save changes.





# **Self Administration**

### **Manage Contact Preferences**

1. From the main menu heading select Administration, under Self Administration select Manage contact preferences.

Customers 🗐 Ba	nk	Bank Home	Disclosures	Help	Sign
Welcome Account Service:	Administration V				
Manage contact preferences Manage favories View user activity report	Personal Preferences         E-mail         The mail address listed below will be used for bank communications such as alerts and electronic statement notifications.         A secondary e-mail address can be added for use as an optional or backup e-mail address.         Primary e-mail address (optional):       No secondary e-mail address.         Secondary e-mail address (optional):       No secondary e-mail address.         Telephone       Telephone numbers listed below may be used to contact or notify you for secrets reasons.         Telephone number:       Work: (401) 553-5655         Add additional telephone number:       Change         Seve changes:       Do not save changes				

- 2. The **Personal Preferences** screen will be displayed.
- 3. Select **Change this address** in the middle of the page to edit your e-mail address on your primary or secondary fields.

Primary E-mail Address	6
Enter (or update) your primary e-m changes" button.	ail address below. When you have completed your changes, click on the "Save
Enter primary e-mail address:	mdonovan@customersbank.com
Confirm primary e-mail address:	

- 4. Edit the e-mail address in both fields.
- 5. Select Save changes.





6. Under the **Telephone** heading select **Change** to edit you phone number.

Telephone Nur	nber	
Enter or update teleph	none number information and click "Save changes."	
Label:	Work	
Country/region:	UNITED STATES V	
Telephone Number:	4015535055	
	(Area/city code and local number)	
Extension (optional):		
Save changes D	o not save changes	

- 7. In the **Telephone Number** field enter the correct phone number.
- 8. The **Extension** field is optional.
- 9. Select Save changes.





### **Self Administration**

### **Manage Favorites**

1. From the main menu heading select Administration, under Self Administration select Manage favorites.

Customers 📚 Ba	Bank Home   Disclosures   Help   Sign
Welcome Account Services	Administration V
Manage contact preferences • Manage favorites View user activity report	Manage Favorites You can have up to five functions or pages as your favorites. Once you add them, your favorites will be listed on the <u>Welcome page</u> , giving you one-click access as soon as you ging on.
	Add a Favorite To add a favorite, select an item in the following list and then click the "Add Favorite" button. Manage exceptions
	Enter Faues A Import decisions Update issues V Approve issues V
	Add Favorite

2. The Manage Favorites screen will be displayed.

Note: Once added, your favorites will be listed on Welcome screen, giving you oneclick access as soon as you sign on.

- 3. Click on an item, it will appear highlighted.
- 4. Select Add Favorite.
- 5. Repeat steps 3 and 4 until you have selected all of the items to appear on your Welcome screen.





# Self Administration

# **View User Activity Report**

1. From the main menu heading select Administration, under Self Administration select View user activity report.

Customers	ank	Bank Home   Disclosures   Help   Sign O
Welcome Account Servi	ces  Administration	v
Manage contact preferences Manage favorites • View user activity report	Select appropriate	vity Report Criteria report criteria and click "Generate report." of data are available, a maximum of three months may be retrieved during a single search, to retrieve a limited amount of data, select specific criteria.
	Output to:	Screen (HTML)
	Function:	CSV file (Can be used by a spreadsheet program)
	User ID:	All users     Enter user ID:     Specific user:
	Date range:	Specific date: D1 / 06 / 2018

- 2. The Manage Favorites screen will be displayed.
- 3. Enter the following fields:
  - **Output** select the format to view the report:
    - Screen view the report on your screen
    - **CSV** this report type can be opened in a spreadsheet
    - **Function** select the category, it will appear highlighted
    - User ID use the radio button to select the User ID(s)
    - > **Date Range** use the radio button to select the date range
- 4. Select Generate report.





5. The **User Activity Report** will be displayed.

Customers 📚 Ba	nk					Bank Home   Disclosures   Help   Sign Positive Pay Account Rect
Welcome Account Services	Administration					
Change password Manage contact preferences Manage favorites	User Activity Repor		Criteria.			Print this page
<ul> <li>View user activity report</li> </ul>	Date created:         01/06/2018 07:18           Function:         All           User ID:         DAVID2           Date range:         01/06/2018 to 01/					
	(To view activity detail, click the date)					Filter
	Date	User ID	User Name	IP Address	Function	
	01/06/2018 08:16:23 AM (ET)	DAVID2	David Akers	222.111.000.99	Secure login	
	01/06/2018 08:22:15 AM (ET)	DAVID2	David Akers	222.111.000.99	Summary Report	
	01/06/2018 08:44:56 AM (ET)	DAVID2	David Akers	222.111.000.99	Account Detail Report	
	01/06/2018 09:12:31 AM (ET)	DAVID2	David Akers	222.111.000.99	Create Alert	
	01/06/2018 09:16:31 AM (ET)	DAVID2	David Akers	222.111.000.99	Investment activity report	
	01/06/2018 10:32:31 AM (ET)	MARK01	Mark Spencer	222.111.000.67	Create company user	
	01/06/2018 08:22:15 AM (ET)	DAVID2	David Akers	222.111.000.99	Wire - domestic one time wire transfer transmit	
	01/06/2018 08:44:56 AM (ET)	DAVID2	David Akers	222.111.000.99	Wire - FX Intl one time wire transfer transmit	
	01/06/2018 09:12:31 AM (ET)	DAVID2	David Akers	222.111.000.99	Wire - USD Intl one time wire transfer transmit	
	01/06/2018 09:16:31 AM (ET)	DAVID2	David Akers	222.111.000.99	Wire - domestic template based wire transfer transmit	
	04/0C/2010 10:22:21 AM (ET)	MADIZON	Mad. Caracter	222 111 000 07	Mine PV had a secolar based when a secolar based in	

6. Click on the **Date** hyperlink to view additional detail on each transaction.

Second Se		Bank Home   Disclosures   F	Help   Sign Of
Customers	nk	Positive Pay Acco	ount Recor
-			
Welcome Account Services	✓ Administration ▼		
Change password Manage contact preferences Manage favorites • View user activity report	User Activit Review the details for Activity	rt - Detail Print.this.pr return to <u>User Activity Report</u>	age
	User ID: D/ User Name: Da IP address: 22	456 AM (ET) eport	
	Field Name Requested date: Transactions: Account 1: Account 2:	EickInformation 01/05/2018 All transactions TRC: Account Description: TRC: Account: Description:	





# **Remote Official Check – Private Banking Customers**

### First Time Login

1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select **Enhanced Service** from the main navigation menu then select **Remote Official Check**.

### Requirements

- Microsoft Windows Version 10
- Internet Explorer 11 or above
- Microsoft .NET Framework 4.5.2 or above; 32-bit or 64-bit environment.
- Secure Network
- Internet Access
- Public IP and Printer IP addresses have been provided to the bank.

#### 2. Select Login.

3. First time users will be required to select 3 security challenge questions and create a new password.

tate Spouse born in	÷
Question 2:	
Spouses Birth Month	*
Question 3:	
City mother born in	*
Temporary Password:	
New Password:	
Confirm Password:	

- 4. Select a question for the drop-down menu.
- 5. Enter the answer in the box provided.
- 6. Repeat steps 8 and 10 until 3 questions and 3 answers appear.
- 7. Enter the following fields:
  - Temporary Password Temporary password assigned for first login
  - New Password Password must be at least 8 characters in length, have at least one upper case letter, one lower case letter, one number and one special character. Example: Password1#.





- Confirm Password reenter new password
- 8. Select Save.

# **Email Notifications**

Follow the instructions on page 19 to setup your email notifications for the following events:

Expired Pending Print.	For your security checks will expire if not printed within 2 days of its approval.
Pending Print Past Due.	This informs you of any checks nearing its expiration
Pending Print Release.	You have checks ready to be printed.
Transaction Review and Approval.	Requested checks are require your approval before being sent to the bank for processing.
Void.	Lost or unprinted checks have been voided.





# **Printer Security Firmware Installation / Reinstallation**

Prior to installation your IT support should have installed the appropriate HP Printer Driver file to the desktop or laptop which will be used for Remote Official Check.

*Note: This is role is only available for first time installation or reinstallation of the AP Crypto Security Firmware. Please reach out to your banker for more information.* 

1. Select the System Settings tab from the main menu bar and click Manage Printers.



2. The **Printer Management** screen will appear. Select your printer from the list then select the **Load Printer Firmware** on the right side of the list.

Prin	nter Ma	anagement							
	Printer ID	Printer Name 🔺	Host Name	IP Address	Connection Mode	Description	Encryption	Active	Load Printer Firmware
									IESTJAKE
<u>Edit</u>	4264	Phoenixville M507		10.100.188.36	IP Address	Onsite Futuresmart Test Printer			PA-NJ

3. Select **Begin** on the Welcome screen to initiate the process.







4. Select Continue.



5. Select Initialize AP Crypto Security



6. Select Finish.







# **Home Page**

The **Home Page** will be displayed. Across the top of the Home Page is the navigation menu. These menu tabs are entitlement driven based on the user's individual entitlements.

ocessing Gate Hours 6 Checks By Processing View	
	6
day: Thu, May 23. 12:00 AM - 11:59 PM EST Supervisor Approval 1	
Pending Print Release Q	
xt Day: Fri, May 24. 12:00 AM - 11:59 PM EST Transaction Review and Approval Q	

- Check Request allows the user to enter the information on the check(s) being requested
- Client Review allows the user to view, approve and/or cancel check request(s)
- **Printing** allows the users to print an official check once approved by the bank
- **Reports** allows the users to run various reports
- User Management allows the company system administrator to add and edit users
- Notifications allows the users to setup e-mail alert notification for specific transactions





# Dashboard

Directly below the navigation menu is the processing **Dashboard** which shows the **Processing Hours** and the entitlement driven **Checks By Processing View.** 

Home			
Processing Gate Hours	Checks By Processing Vie	w	6
Today: Thu, May 23. 08:00 AM - 05:30 PM EST	Supervisor Approval	1	
	Pending Print Release	<u>0</u>	
Next Day: Fri, May 24. 08:00 AM - 05:30 PM EST	Transaction Review and Approval	<u>0</u>	

- Processing Hours shows the timeframe checks can be requested, processed and printed
- Checks by Processing View shows the number of check requests at various stages
  - Supervisor Approval checks requested by company administrators and requiring their approval
  - > Pending Print Release checks requested, approved and ready for printing.
  - Transaction Review and Approval checks requested which require secondary approval





# **Check Requests and Review**

This module allows the customer to enter and review check requests prior to customer approval.

Customers can either **manually enter** information or select a **file upload** feature for check requests.

1. Select the **Check Request tab** from the main menu bar.



#### Manually enter check requests

- 1. From the **Request Form** enter the following information:
  - Payee Information:
    - > Up to 3 payees are allowed on a check
    - > Payee can either be a business or individual
    - First Name and Last Name are required and Middle Name is optional for individuals
  - Domain select the appropriate company name from the drop down list
  - Funding Account select appropriate funding account from the dropdown
    menu
  - **Amount** enter the amount of the check
  - Address Line (optional) enter the street address of the check recipient
  - City (optional) enter the city of the check recipient
  - State (optional) select the state of the check recipient from the drop down menu
  - **Zip (optional)** enter the zip code of the check recipient
  - Amount the amount of the check to be created





• **Memo (optional)** – the memo field is optional. This field can be used to add a memo line to the printed check.

Request Form	File Upload	Review (0)			
* Payee 1					
Business / Organization 1:	Enter Duringer	/ Organization 1			
business / organization z.		/ Organization 1 Jusiness / Organization or Ir	dividual only for each re	auired Davee	
First Name 1:	Enter First Nan		and a only for cachine	gan ca r ayee	
Middle Name 1:					
	Enter Middle N	ame 1			
Last Name 1:	Enter Last Nan	ue l			
Payee 2					
Business / Organization 2:	Enter Business	/ Organization 2			
	Please enter a B	lusiness / Organization or Ir	dividual only for each re	quired Payee	
First Name 2:	Enter First Nan	ne 2			
Middle Name 2:	Enter Middle N	lame 2			
Last Name 2:	Enter Last Nan	ie 2			
Payee 3					
Business / Organization 3:	Enter Duringer	/ Organization 3			
business, organizations.		usiness / Organization or Ir	dividual only for each re	auired Pavee	
First Name 3:	Enter First Nan				
	Enter First Nan	le 5			
Middle Name 3:	Enter Middle N	lame 3			
Last Name 3:	Enter Last Nan	ie 3			
* Domain:	Select Domain				
* Funding Source:	Select Account				
	Delect Needen				
* Amount:	Enter Amount	_			
Address 1:	66 Enter Address	Line			
Address 2:	66 Enter Address	2			
City:	50 Enter City				
State:					
	Enter +				
Zip:	*****				
Memo:	Enter Memo			~	
	38				
				$\sim$	
* Required Fields					

2. Select **Add** to add the check request to the queue. Select **Clear** to clear the page to re-enter information.





#### Upload file of check requests

- 1. Create a file in Excel using the following format fields. When using the upload feature in the Remote Official Check product, the file must be in this Excel CSV format.
- 2. Save the file in CSV format.
- 3. Close the file. The file must be closed or the upload won't work.

Field	Field Name	Maximum Length
1	FirstName1	20*
2	LastName1	20*
3	MiddleName1	20*
4	BusinessName1	60
5	FirstName2	20*
6	LastName2	20*
7	MiddleName2	20*
8	BusinessName2	60
9	FirstName3	20*
10	LastName3	20*
11	MiddleName3	20*
12	BusinessName3	60
13	Address1 (optional)	66
14	Address2 (optional)	66
15	City (optional)	50
16	State (optional)	2
17	Zip (optional)	9
		Cannot exceed
18	Amount	\$10,000,000.00
19	Your Business Account Number	10
20	Check Memo (optional)	38

#### Additional file format requirements:

#### **Payee Information:**

- You may enter up to 3 payees on a check
- Payee may either be a business or individual
- You may only have one type (either business or individual) per payee
- You will need to enter the First Name, Middle Name (optional) and Last Name for individuals (the combined length cannot exceed 60 characters)\*
- No spaces needed to pad each field
- Empty and optional fields must be delimited with commas, e.g., ",,"





#### Sample File:

Mary, Smith, Jane,,,,,,,99 Bridge St, Apt 5, Anytown, PA, 19128, 123456.13, Digital Mary, Smith, Joe, John, Smith,,,,,,,99 Bridge St, , Anytown, PA, 19128, 987.5, Transformation

4. Select the **Check Request** tab from the main menu bar.



5. Select the File Upload tab.

	omers												
Home	Check Request	Client Review	v * Printing *	Reports *	User N	<b>Managemen</b>	t * No	tifications	*				
Ch	Request Form	Fil	e Upload	Rivie	ew (0)								
	* Payee 1												
	Business / Organi	zation 1:	Enter Business	/ Organizati	on 1								
	Business / Organi	60	Enter Business , Please enter a B			n or Individu	ial only f	or each req	uired Paye	2			
	Business / Organi First Name 1:	60		usiness / Org		n or Individu	ial only f	or each req	uired Paye	2			

6. Select the **Browse** button next to the **Select File** box.

Cust CB Priva	omers	Bank						
Home	Check Request	Client Review *	Printing *	Reports *	User Management *	Notifications *		
Ch	eck Entry							
_	Request Form	rae op	IUau	Review	(0)			
selec	t File:							
CB-F	ileupload Test.cs	<i>i</i>		× Brows	se	)		
		Upload						

- 7. Select the file to be uploaded.
- 8. Select Open.
- 9. Select Upload.





10. Once the **Progress** is listed as **Completed** the user may select the **Review** tab to submit the checks for approval.

	est Client Review * Printing *	Paparte a Urar Managar	ment v Notifications v		
ine check kequ	est client neview Printing	Reports User manager	Hence Houncabons		
Check Ent	try				
Request For	m File Upload	Review (0)			
Select File:					
Click here to brow	vse files	Browse			
Allowed image typ Maximum file size: After Uplood is con	: 250KB npleted, please go to Review tab to s	ubmit each check entry for o	ipproval.		
Uploaded files bei					
	Original File Name		File Size	Upload Time	Completed Time

*Note:* If the *Progress* displays *Error*, click on the -> icon to review a list of errors in the file.

- 11. Within the Check Request window, select the Review tab
  - A listing of all of the check request(s) the user has submitted or uploaded will display.

vate & Commercial Banking Check Request Client Review - Printing - I	enorts • User Management	· Notifications ·							
-									
eck Entry									
Request Form File Upload	Review (2)								
nequestroini ine opicau	Neview (2)								
* Payee	Amount	Address Line	City	State	Zip	Funding Source Name	Funding Source Account Number	Domain	Memo
Jane Doe	\$100.00					CUBI UAT Test Acct	8675309	TESTJAKE	
Digital Transformation Inc	\$500.25					CUBI UAT Test Acct	8675309	TESTJAKE	Estimate
Page 1 of 1 (2 items)									Page size: 25
Create Filter									

- Re-order the check list(s) by clicking on any of the descriptive heads. Example re-sort by payee name by clicking on the **Payee** heading.
- Select the checkbox(es) in front of each check request to be submitted for approval.
- Select **Submit**. Select **Delete** to delete any check request(s).
- A confirmation pop up box will display.
- Select **Yes** to continue.

Confir	m	
Are you sure yo	u want to subr	nit the selected transactions?
Yes	No	7





# **Client Review**

This module allows a customer to cancel and approve check requests received from within their company.

# **Client Review - Cancel Transaction**

- 1. Select the **Client Review** tab from the main menu bar.
- 2. Select **Cancel Transaction** from the drop-down menu. A listing of all check(s) that have been requested will be displayed.



- 3. Select the checkbox(es) in front of each check request to be cancelled.
- 4. Select Cancel.
- 5. A confirmation pop up box will display.
- 6. Select Yes to continue.







# **Client Review - Supervisor Approval**

This approval option is only available to company administrators, which allow them to approve their own check requests.

1. Select the **Client Review** tab from the main menu bar.

		Bank										e Testjake lastname <u>Profili</u> gin: 5/24/2019 3:27:11 AN	
Su		est Client Revie	)	Reports	<ul> <li>User N</li> </ul>	lanagem	ent • Notifi	cations *					Refresh
Pag	Page 1 of 1 (1 items)         ()         1         ()         Page size:         25         *												
*	x Check ID Payee Address Line City State Zip Amount Memo Requested by Login Funding Source Name Funding Source Account Number Check Request Date A							Is Reissue					
	9	9	9	9	9	9	9	9	٩	٩	Ŷ	9	9
		Emily's Dog Grooming , Joy Strzalkowski							testjake		8675309	05/22/2019 01:16:54 PM	
-	e 1 of 1 (1 iter	ms) (1	$\bigcirc$									Page si	ize: 25 ×
9 Creat	e Filter												
Appr	ove Deny												

- 2. Select **Supervisor Approval** from the drop-down menu. A listing of all check(s) ready for review and approval will be displayed.
- 3. Select the checkbox(es) in front of each check request to be approved.
- 4. Just above the decision button, the **Total Items Select** and **Total Amount Select** will display the total number of check(s) and the total dollar amount of the check(s) selected.
- 5. Select **Approve** to send the check request(s) to the bank for final approval. Select **Deny** to cancel the check request(s).
- 6. A confirmation pop up box will display.
- 7. Select **Yes** to continue.

Confir	matio	n
Are you sure yo	u want to app	rove the 2 selected records?
Yes	No	





# **Client Review – Transaction Review and Approval**

This option is for approving check requests from another user.

1. Select the **Client Review** tab from the main menu bar.

		Bank rcial Banking										Created Lastname Profile gin: 5/14/2019 3:39:44 PM	
Tra		on Review and A		eports · Notifi	cations •							Description	Refresh
	Page 1 of 1 (1 htms) 1 Page size 25 * Page size 25												
		Emily's Dog Grooming , Joy Strzalkowski				-7	\$1.00		testjake	CUBI UAT Test Acct	8675309	05/22/2019 01:16:54 PM	
Page 1 of 1 ( Items) ( 1 ) Page size 2 v													
Appr	ove Deny												

- 2. Select **Transaction Review and Approval** from the drop-down menu. A listing of all check(s) ready for review and approval will be displayed.
- 3. Select the checkbox(es) in front of each check request to be approved.
- 4. Just above the decision button, the **Total Items Select** and **Total Amount Select** will display the total number of check(s) and the total dollar amount of the check(s) selected.
- 5. Select **Approve** to send the check request(s) to the bank for final approval. Select **Deny** to cancel the check request(s).
- 6. A confirmation pop up box will display.
- 7. Select **Yes** to continue.

Confir	mation	Î.
Are you sure yo	u want to appro	ve the 2 selected records?
Yes	No	





# Printing

### **Pending Print Release**

- 1. Select the **Printing** tab from the main menu bar.
- 2. Select **Pending Print Release** from the drop-down menu. Once the bank has approved the check request(s) a listing of all check(s) ready for printing will be displayed.

Customers Ba	ank
Home Check Request Clie	Review * Printing * Notifications * Report * User Management *
Home	Pending Print Release Void Checks
	Reissue Checks

3. Select the checkbox(es) in front of each check request to be printed.

CB Priv	tomers Bank ate & Commercial Banking Check Request Client Review *	Printing * Notifications * Repor	ts * User Management *							Welcome Peg D	onovan <u>Profile Help Logou</u> t
Per	iding Print Release										Refresh
٠	Payee	Address Line	City	State	Zip	Amount	Memo	Requested By Login	Funding Source	Check Request Date	Check ID
	Peg Donovan	40 Westminster St.	Providence	52	02903	\$1.00	Testing Memo	mdonovan	111	11/22/2013 7:14:28 AM	57
	The Fabric Store	1 Main St.	New Bedford	MA	02740	\$5.00	Fabric samples	mdonovan	111	11/22/2013 7:14:28 AM	58
	e 1 of 1 (2 items) () 1 ()										Page size: 25 ×
-		nt Selected: \$0									
Prin											

- 4. Just above the decision button, the **Total Items Select** and **Total Amount Select** will display the total number of check(s) and the total dollar amount of the check(s) selected.
- 5. Select **Print** to send the check request(s) to the appropriate printer.

*Note: Confirm that the bank provided USB plug is installed on the printer prior to selecting print.* 

- 6. A confirmation pop up box will display.
- 7. Select **Yes** to continue.







# Void Checks

1. Select the **Printing** tab from the main menu bar.

Customers Bank CB Private & Commercial Banking		
Home Check Request Client Review *	Printing * Notifications *	Reports * User Management *
Home	Pending Print Release	
	Void Checks Reissue Checks	
	include circles	
	$\smile$	<b>r</b>

2. Select **Void Checks** from the drop-down menu. A listing of all check(s) that may be voided will be displayed.

CB Private & Commercial I Home Check Request C	Customers Bank Wetcane Pg Donoue Infit hid Japan I Phone Cash Ranka Kane Cash Ranka (Cash Ranka * Pinty * Notification * Report * Use Management * Void Check S											
<ul> <li>Payee</li> </ul>												
						No data to display						
Page 1 of 0 (0 items)										Page size: 25 +		
Ŷ Create Filter												
Total Items Selected: 0	Total Amount Selected: \$0											
Void												

- 3. Select the checkbox(es) in front of each check requested to be voided.
- 4. Just above the decision button, the **Total Items Select** and **Total Amount Select** will display the total number of check(s) and the total dollar amount of the check(s) selected.
- 5. Select **Void** to void the check request(s).
- 6. A confirmation pop up box will display.
- 7. Select **Yes** to continue.





# **Reissue Checks**

1. Select the **Printing** tab from the main menu bar.

Customers Bank CB Private & Commercial Banking	
Home Check Request Client Review *	Printing * Notifications * Reports * User Management *
Home	Pending Print Release Void Checks Reissue Checks

2. Select **Reissue Checks** from the drop-down menu. A listing of all check(s) to be reissued will be displayed.

Home Check Request C	Ustomers Bank Wetcome Reg Concoun Rather Help Logant Brhate & Commercial Banking are Check Regest Client Review * Printing * Notifications * Reports * User Management *										
Reissue Checks											
* Payee	Address Line	City	State	Zip	Amount	Memo	Requested By Login	Funding Source	Check Request Date	Check ID	
							No data to display				
Page 1 of 0 (0 items)										Page size: 25 🔹	
9 Create Filter											
Total Items Selected: 0	Total Amount Selected: \$0										
Reissue											

- 3. Just above the decision button, the **Total Items Select** and **Total Amount Select** will display the total number of check(s) and the total dollar amount of the check(s) selected.
- 4. Select **Reissue** to reissue the check request(s).

*Note:* The reissue check request(s) must be sent to the bank for final approval before they can be printed.

- 5. A confirmation pop up box will display.
- 6. Select **Yes** to continue.





# Notifications

# **Event Subscriptions**

- 1. Select the **Notifications** tab from the main menu bar.
- 2. Select **Event Subscriptions** from the drop-down menu.

Cust CB Priv	omers	Bank al Banking					
Home	Check Request	Client Review *	Pinting *	Notifications *	Reports *	User Management *	
Hor	ne			Event Subscripti	ions		
			$\overline{\ }$				

3. A listing of all event notifications will be displayed.

ne Check	Request	Client Review * Printing * Reports * User Manager	nent * Notifications *			
Event	Subce	riptions				
Event	subsci	iptions				
			My Events			
Subscribed	Event ID	EventName 🖓	EventDescription	Channel	NotificationFrequencyId	
	91	ExpiredPendingPrint	Check moved to queue ExpiredPendingPrint	Email (HTML) Templated 👻	Immediate +	
	118	Pending Print Past Due	Check moved to queue Pending Print Past Due	Email (HTML) Templated 👻	Immediate +	
	111	Receive Notification - Pending Print Release	Check moved to queue Pending Print Release	Email (HTML) Templated 👻	Immediate 👻	
	89	Receive Notification - Reissue	Check moved to queue Reissue	Email (HTML) Templated 👻	Immediate +	
	114	Receive Notification - Transaction Review and Approval	Check moved to queue Transaction Review and Approval	Email (HTML) Templated 👻	Immediate 👻	
	113	Receive Notification - Voided	Check moved to queue Pending Voided	Email (HTML) Templated *	Immediate *	

- 4. Select the checkbox(es) in front of each notification you would like to receive.
- 5. Select the e-mail **Channel** from the drop-down menu.
- 6. Select the e-mail **Notification Frequency Id** from the drop-down menu.
- 7. Select Save Changes.
- 8. A confirmation pop up box will display. Select **OK**.

Status	×
Notification preferences saved successf	ılly
OK	





# Reporting

# **Check Register**

The **Check Register Report** can be used to run a report on Printed and Voided checks.

- 1. Select the **Reporting** tab from the main menu bar.
- 2. Select **Check Register** from the drop-down menu.

Home Check Request Client Review * Printing *	Reports  User Macagement  Notifications
11	Check Register Processing History
Processing Gate Hours	User Activity Legacy Check Register TOCESSING View Sa Legacy Processing History Supervisor Approval Q Transaction Review and Approval Q

3. This report allows a user to run and export check register reports for printed and/or voided checks.

Customers CB Private & Comme																Welcor	ie Peg Do	novan <u>Profile Help Logaut</u>
Home Check Reque	st Client Review * Pr	nting * Notificatio	ons * Reports * User Manag	ement "														
Check Regi	ster																	
	Start Date: 11/21/201																	
Check Printed/Voided	- End Date: 11/23/2013																	
CSV PDF F	RTF Excel XLS	Excel XLSX																Refresh
Check Number	Check ID	9 Payee	Issued Amount	t 🕆 Void Am	unt 9	Funding Source	Ŷ	Payment Account 9	2	Domain 9	Printed	9	Reissued	9	√oided ♀	Print Date Time		Void Date Time
	9	9	9	Ŷ	·	2	Ŷ	· · · · · · · · · · · · · · · · · · ·	٩[	9		9		9	٩		Ŷ	9
								No data to display										
			Total: \$0.00	Total: \$0.0	0													
Page 1 of 0 (0 item	el ()																	Page size: 25 ×
9 Create Filter																		

- Select a Start Date and an End Date
- A list of checks that match the criteria will be displayed
- Select a report type to export the check register information
  - **CSV** Comma separated value formatted file
  - **EXCEL** Excel formatted file
- 4. Select whether to **Open**, **Save** or **Cancel** exported file.







# **Processing History**

The **Processing History** report can be used to run reports of all transaction processed for a specific period of time.

- 1. Select the **Reporting** tab from the main menu bar.
- 2. Select **Processing History** from the drop-down menu.

Home Check Request Client Review * Printing *	Reports - User Management * Notifications *	
	Check Register	
Home	Processing History	~
Today:       Tue, May 28. 12:00 AM - 1:59 PM EST         Next Day:       Wed, May 29. 12:00 AM - 11:59 PM EST	Supervisor Approval	

3. This report displays a listing of items and their statuses.

Customers CB Private & Comment Home Check Reques Processing Check Date - Start Date Check Date - End Date	cial Banking t Client Re Histor 11/21/201	y Niew* Printing* Y Report	Notifications * Reports	* User Mar	nagement *													Welcome Peg Donor	van Profile Help Logo
CSV PDF F			(LSX																Refres
Check Number 9	Check ID	9 Check Status	Last Status Change	Payee 9	Amount 9	Funding Source 9	Payment Account ?	Domain <sup>9</sup>	Memo 9	Overlay <sup>9</sup>	Requested By $\widehat{\gamma}$	Check Request Date $^{9}$	Printed By $^{\circ}$	Printed 9	Reissued <sup>9</sup>	Voided 9	Print Date Time ?	Void Date Time $\widehat{\gamma}$	Recover Check 9
9		9	9	9	9	9	· · · · ·	9	9	9	9	9	9	9	9	1	9	9	9
•		59 Initial Review	11/22/2013 7:23 AM	Buttons Buttons Buttons	\$4.25	111	66666666	Peg's Dress Makers	Button order	ROC	mdonovan	11/22/2013 7:2300 AM		NO	NO	NO			NO
⊕ o		58 Pending Print Release	11/22/2013 7:17 AM	The Fabric Store	\$5.00	111	66666666	Peg's Dress Makers	Fabric samples	ROC	mdonovan	11/22/2013 6:37:00 AM		NO	NO	NO			NO
⊕ o		57 Pending Print Release	11/22/2013 7:17 AM	Peg Donovan	\$1.00	111	66666666	Peg's Dress Makers	Testing Memo	ROC	mdonovan	11/22/2013 6:21:00 AM		NO	NO	NO			NO
Page 1 of 1 (3 item	0	1																	

- 4. Select a **Start Date** and an **End Date** for additional history information.
- 5. This report can also be exported the following formats:
  - CSV Comma separated value formatted file
  - **PDF** PDF formatted file
  - **RTF** Word formatted file
  - **EXCEL** Excel formatted file





# **User Activity**

The **User Activity** report is similar to the Event Log; however, this report displays transactions by user rather than by event.

- 1. Select the **Reporting** tab from the main menu bar.
- 2. Select **User Activity** from the drop-down menu.

Home Check Request Client Review * Printing *	Report User Management * Notifications *	
Home	Check Register Processing History	
Processing Gate Hours Today: Tue, May 28. 12:00 AM - 11:59 PM 53	User Activity Legacy Check Register Legacy Processing History Change in Approval	9
Next Day: Wed, May 29. 12:00 AM - 11:59 PM ES		

3. This report displays the logged in user's activity.

Customers Bank CB Private & Commercial Banking				Welcome Peg Donovan Profile Help Log
Home Check Request Client Review * Printing * Notifie	ations * Reports * User Management *			
User Activity				
Start Date: 11/21/2013   End Date: 11/23/2013   CSV PDF RTF Excel XLS Excel XLSX	)			Refresh
Login ID 9	Event Message	Description Ŷ	Date Time Ŷ	Domain 9
5	·	9	1	9
mdonovan	Viewed Report	Event Log	11/22/2013 8:52 AM	Peg's Dress Makers
mdonovan	Viewed Report	User Activity	11/22/2013 8:51 AM	Peg's Dress Makers
mdonovan	Viewed Report	Event Log	11/22/2013 8:51 AM	Peg's Dress Makers
mdonovan	Viewed Report	User Activity	11/22/2013 8:51 AM	Peg's Dress Makers
mdonovan	Viewed Report	Security Event Log	11/22/2013 8:48 AM	Peg's Dress Makers
mdonovan	Viewed Report	Processing History Report	11/22/2013 8:45 AM	Peg's Dress Makers
mdonovan	Viewed Report	Event Log	11/22/2013 8:37 AM	Peg's Dress Makers
mdonovan	Current User Entitlements	User accessed current entitlement report.	11/22/2013 8:35 AM	Peg's Dress Makers
mdonovan	Viewed Report	Event Log	11/22/2013 8:34 AM	Peg's Dress Makers
mdonovan	Current User Entitlements	User accessed current entitlement report.	11/22/2013 8:23 AM	Peg's Dress Makers
mdonovan	Exported Report		11/22/2013 8:20 AM	Peg's Dress Makers
mdonovan	Exported Report		11/22/2013 8:18 AM	Peg's Dress Makers
mdonovan	Viewed Report	Check Register	11/22/2013 8:16 AM	Peg's Dress Makers
mdonovan	Exported Report		11/22/2013 8:15 AM	Peg's Dress Makers
mdonovan	Exported Report		11/22/2013 8:13 AM	Peg's Dress Makers
mdonovan	Exported Report		11/22/2013 8:13 AM	Peg's Dress Makers
mdonovan	Exported Report		11/22/2013 8:13 AM	Peg's Dress Makers
mdonovan	Exported Report		11/22/2013 7:55 AM	Peg's Dress Makers
mdonovan	Viewed Report	Check Register	11/22/2013 7:55 AM	Peg's Dress Makers
mdonovan	Dieck Valdated	PAY11()Buttons Buttons Buttons(B (200533)(5 Shork Way) (2)(7)(New York) (3)AT()(No) (2)(7)(2)(2) (MMCV/R)(2) (MMCV/R)(2) (MMCV/R)(2)	11/22/2013 7:23 AM	Peg's Dress Makers

- 4. Select a **Start Date** and an **End Date** for additional activity information.
- 5. This report can also be exported the following formats:
  - **CSV** Comma separated value formatted file
  - **PDF** PDF formatted file
  - **RTF** Word formatted file
  - **EXCEL** Excel formatted file





# Legacy Check Register

The Legacy Check Register Report can be used to run a report on Printed and Voided checks from your original setup date until June 21, 2019. All current data can be found under Check Register Report.

- 1. Select the **Reports** tab from the main menu bar.
- 2. Select Legacy Check Register from the drop-down menu.



3. This report allows a user to run and export check register reports for printed and/or voided checks.

Istomers Ban Private & Commercial Bankir																		Welcome Peg	Donovan <u>Profile</u>	Help Logo
me Check Request Client R		tions ' Report	ts * User Management *																	
heck Register																				
ck Printed/Voided - Start Date: eck Printed/Voided - End Date: SV PDF RTF Ex	11/23/2013	•																		Refres
eck Number Check	k ID 9 Payee		Issued Amount	9 Void Amount	9	Funding Source	9	Payment Account	9	Domain 9	9	Printed 9	R	Reissued 9	Ve	oided 9	Print	Date Time	Void Date Tin	ne
9	9	9		9	9		٩		9		9	9	9	9	9	9		9		
								No data to display												
			Total: \$0.00	Total: \$0.00																
Page 1 of 0 (0 items)																			Page size	25 *

- Select a **Start Date** and an **End Date**
- A list of checks that match the criteria will be displayed
- Select a report type to export the check register information
  - **CSV** Comma separated value formatted file
  - **EXCEL** Excel formatted file
- 4. Select whether to **Open**, **Save** or **Cancel** exported file.

Do you want to open or save gvReportBody.csv from services-uswest.skytap.com?	<u>O</u> pen	<u>S</u> ave •	<u>C</u> ancel	X
				- C





### **User Management**

### **Manage Users**

### **New Users**

- 1. Select the **User Management** tab from the main menu bar.
- 2. Select Manage Users from the drop-down menu.

Cust CB Prive	omers	Bank			/			
Home	Check Request	Client Review *	Printing *	Notifications *	Reports *	User Management *		
Hon	ne					Manage Users		
						$\bigcirc$		

3. A list of all existing users will be displayed.

Custome CB Private & C	ers	<b>Bank</b> Banking					
accredit approxim			Notifications * Report	s * User Management *			
Manage	e Users						
New	User ID 🗚	Login ID	First Name	Last Name	Domain Name	Locked	Active
					,		•
Edit	17	mdonovan	Peg	Donovan	Peg's Dress Makers		V
Count=1							

4. Select **New** to add additional users to the system. The **User Detail** screen will display.

New User		Save Cano
User Details User Permis	sions	
ogin ID:	Available Domains:	
Enter Login ID		
irst Name:		
Enter First Name	Locked:	
ast Name:		
Enter Last Name		
mail:		
Enter Email Address		
hone Number:		
Enter Phone Number(optional)		
xtension:		
Enter Phone Extension(optional)		

- 5. Enter the following fields:
  - Login ID user's login id. Example: JSmith
  - First Name of the user





- Last Name of the user
- E-mail e-mail address of the user
- Phone Number optional
- Extension optional
- 6. Select the appropriate company from the **Available Domain** drop down menu.
- 7. Select the User Permissions tab.
- 8. The **Permissions** screen will display. Though each arrow in front of each category will show different entitlements available to assign to a user, *it is highly recommended to use the preset Roles which we have created based on job function*.

			Save
User Details	User Permission	15	
Permissions	Groups	Roles	
elow is a list of all	permissions you have per	rmission to grant. These permissions will be assig	ned directly to the user and only apply to the user's directly assigned domain.
Execute	Grant	Permission Name	<ul> <li>Description</li> </ul>
-	•		
Category: Che	ck Request		
Category: Clie	ent Review		
Category: Eve	nt Notifications		
Category: Ma	nage Notification Subscrip	otions	
Category: Prir	nting		
Category: Rep	port		
Category: Sna	pin Access		
Category: Use	er Management		

9. Optionally, if a company has multiple company (domains), a user may be entitled permission to **Groups**.

Note: Groups must be created by the bank for the system administrator to entitle each user. Not all company setups require groups.

a. Select the **Groups** tab from the navigation menu.

User Details	Use	r Permissions		
Permissions	Gi	roups	bles	
low is a list of	all groups you h	ave permission to a	ant. The permissions and roles assigned to the group	will only give the user permission to perform these actions within the
mains assigned		ave permission to g	and the permissions and toles assigned to the group	will only give the user permission to perform these actions within the
Execute	Grant	Modify	Name 🔺	Description
-	•	-		
			No data to display	

- b. As each cateory is opend select **Execute** and/or **Grant**.
  - Execute will allow the user to perform the tasks entitled by the module
  - **Grant** will provide access to the module





- 10. **Roles** are preset bundle of permissions created by job function. This allows an efficient and effective way to grant access to different modules.
- 11. Select the **Roles** tab from the navigation menu.

New Use	r			Save C
User Details	Us	er Permission		
Permission:	5 (	Groups	Roles	
Below is a list of ssigned domain		ave permission	to grant. These roles will be assigned directly to the	user. The permissions assigned to the role will only apply to the user's directly
Execute	Grant	Modify	Name	* Description
-	-		r	
			Customer Admin	Allows the user to create and modify users. Also allows full access to system reports and activity logs.
			Customer Check Request	Allows a user to request a check
			Customer Check Review and Approval	Allows access to the check review and approval screens. The approval action here will send the check to the bank for secondary approval. Also grants access to cancel a check prior to approval.
			Customer Printer	Allows the user to print a check. This role also grants access to void checks

- 12. Similar to our Business Online Banking Service, designated Company Administrator can **Execute** and/or **Grant** permissions.
- 13. Select the check box to either **Execute** and/or **Grant**.
  - **Execute** will allow the user to perform the tasks entitled by the module
  - **Grant** will provide access to the module
- 14. The following are sample configurations:

Job Function	Roles:			
Company Administrator	Execute	Grant	Modify	Name *
Auministrator		-	*	
				Customer Admin
				Customer Check Request
				Customer Check Review and Approval
				Customer Printer
				Customer Reporting
		<b>V</b>		Customer Supervisor Approval





Check Request, Print, Reporting	Execute	Grant	Modify	Name
		•		Customer Admin
				Customer Check Request
				Customer Check Review and Approval
				Customer Printer
				Customer Reporting
				Customer Supervisor Approval
Check Approval,	Execute	Grant	Modify	Name
		Grant	mouny	Hame
Print, Reporting			*	
Print, Reporting				Customer Admin
Print, Reporting				
Print, Reporting			•	Customer Admin
Print, Reporting			•	Customer Admin Customer Check Request
Print, Reporting				Customer Admin Customer Check Request Customer Check Review and Approval

# Note: The Supervisor Approval allows a user with this permission to approve their own checks.

- 15. Once all appropriate entitlements have been selected click **Save** in the upper right hand corner.
- 16. A confirmation pop up box will display with the user's temporary password.

Confirmation	$\times$
User Ronald McDonald was successfully created. The us has been issued the temporary password displayed belo The temporary password will only be valid for 3 days. 7Ach7DsT0	
ОК	

- 17. Select OK.
- 18. The **Company Administrator** is responsible for forwarding the login credentials. For security purposes, it is highly advisable to send the **domain name** and **user id** in one e-mail and the **temporary password** on another.




## **Edit Users**

- 1. Select the User Management tab from the main menu bar.
- 2. Select Manage Users from the drop-down menu.

Cust B Priv	omers	Bank			/				
		Client Review *	Printing *	Notifications *	Feports *	User Management	-		
Hor	ne					Manage Users		)	
							/		

3. A list of all existing users will be displayed.

me	Check Request	Client Review * Printing	* Notifications * Reports *	User Management *			
Man	age User:	s					
New	User ID	Login ID	First Name	Last Name	Domain Name	Locked	Active
						-	-
Edit	17	mdonovan	Peg	Donovan	Peg's Dress Makers		<b>v</b>
Count	=1						

4. Select Edit next to the users to be edited. The User Detail screen will display.

Edit User		Save Cancel
User Details User Permission	15	
Login ID: TESTUSER5	Available Domains: TESTJAKE +	Reset Password
First Name: Ronald	Locked:	
Last Name: McDonald	Active: 🔽	
Email:		
supra.mendoza@gmail.com		
Phone Number:		
Enter Phone Number(optional)		
Extension:		
Enter Phone Extension(optional)	]	

- 5. Edit any of the following fields:
  - Login ID user's login id. Example: JSmith
  - First Name of the user
  - Last Name of the user
  - E-mail e-mail address of the user
  - Phone Number optional
  - **Extension** optional





You may also reset the user password by clicking on the **Reset Password Button**. It is the responsibility of the **Company Administrator** to forward the **temporary password** to the user.

Confirmation	×
	een reset with the temporary . The temporary password will only
ОК	

In case of a **security breach** or **termination**, you may select the **Locked** checkbox to disallow a user's access to the application.

- 6. Select the appropriate company from the **Available Domain** drop down menu.
- 7. Select the User Permissions tab.
- 8. The **Permissions** screen will display. Again, it is recommended to use the **Roles** to define or modify access by job function.
- 9. A user's **Groups** permissions may also be edited.
- 10. Select the **Groups** tab from the navigation menu.

Note: Groups must be created by the bank for the system administrator to entitle each user. Not all company setups require groups.

t User					Save Cance
User Details	User	r Permissions			
Permissions	Gr	roups	Roles		
Below is a list of a omains assigned Execute		nave permission	n to grant. The permissions and roles as: Name	signed to the group will	I only give the user permission to perform these actions within the Description
•					
			No dat	a to display	

- 11. As each cateory is opend select **Execute** and/or **Grant**.
  - **Execute** will allow the user to perform the tasks entitled by the module
  - **Grant** will provide access to the module
- 12. A user's **Roles** may also be edited.
- 13. Select the **Roles** tab from the navigation menu.

Note: Refer to items 11-14 under section User Management>Manage Users> New Users

14. Select **Save** in the upper right-hand corner.





## Administration

#### Users

User Roles must be created before creating Users. Please refer to the User Role section of this reference guide.

### Add Users

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select **Administration** from the left-hand navigation menu.
- 2. Select Users.

Cust	omers		Welcome back, Peg D
ជ	Home	User Management	
	Messages		
	Reports	Q. Search Users	Add User
≡	Statements	User 🛧 Email Address ~ Role Status * Last login ^	
	Payments/Transfers	-	
≡	Remote Deposit (DLM)		
	Enhanced Services		
≞	Administration		
	Users		
	User Roles		

3. Select Add User.

*Note:* Any changes made to a user will affect ALL users assigned to the same role.

4. Complete the require fields.

Cust	omers				Welcom	ie back, Peg D
€ 2	Home	New User Details				
a	Reports	First Name *	Last Name *	Email Address *		
	Statements	Phone Country *	Phone *	Login ID *		
	Payments/Transfers  V Remote Deposit (DLM)	Select Country V				
=	Enhanced Services	Password *	Confirm Password *			
	Administration	User Role				
INI	Users	Unassigned				$\sim$
	User Roles	First Name should not exceed 25 characters.				
	Bill Pay Admin	Login ID must be between 6 and 18 characters.				
	Check Reorder	Login ID contains invalid characters. Passwords do not match.				
	Locations	Must be between 5 and 15 characters				
٩	Settings ~	Must contain at least 1 number Password must contain a minimum of 1 lower case				
	Help	characters. Password must contain a minimum of 1 upper case				
G	Log Off	characters. Password must contain a minimum of 1 special characters.				
		* - Indicates required field				
					Cancel	Save





- First Name first name of the new user
- Last Name last name of the new user
- Email Address email of the new user
- Phone Country country the new user is located in
- Phone phone number of the new user

Note: The first time the new user logs in, if they are not user a hard token or the Symantec App to receive their log code, will get an automated phone call. Once logged in the user can go to Security Preferences and setup the text option.

• Login ID – create a User ID for the new user.

Note: Duplicate User IDs cannot be used. Whether the User ID is used by your company or another company the Login ID must be unique. Try to make all User IDs unique.

- **Password** enter a temporary password for the new user
- Confirm Password confirm the new temporary password

*Note:* The company administrator must provide the User ID and password to the new user.

• User Role – select a user role from the drop-down menu

Note: User Roles should be created prior to setting up a new user.

5. Select Save.

Note: Any outstanding issues with the page will be displayed in red under the User Role box.

6. A confirmation pop up box will be displayed.



Note: If the browser allows for saving the password, for security purpose select Never.

Username	Testing01	•
Password	•••••	• 0





## **Edit Users**

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select **Administration** from the left-hand navigation menu.
- 2. A list of users will be displayed.

Cust	omers Bank					Welcome back, P
ជ	Home	User Mar	nagement			
	Messages	Search User				Add Use
	Reports	Search User	8			Add Ose
	Statements	User 🔶	Email Address	Role	Status - La	ast login 🗠
	Payments/Transfers	~				
	Remote Deposit (DLM)	BT Tester1	bfssystemkeys@bottomline.com	BT Tester1	Active	0
	Enhanced Services	~ .				
	Administration	~				$\sim$
	Users					
0	Locations					
<b>\$</b> }	Settings	~				
7	Help					
G•	Log Off					

- 3. Select the pencil icon next to the appropriate user to edit.
- 4. Select the **Edit Status** to deactivate a user.

Cust	omers Bank					Welcome back, Peg D
ស	Home	User Detail	s			
	Messages		-			
•	Reports	Status				
=	Statements	Active Edit Status				
	Payments/Transfers ~	First vame *		Last Name *	Email Address *	
≡	Remote Deposit (DLM)	BT		Tester1	bfssystemkeys@bottom	ine com
	Enhanced Services ~	Phone Country *		Phone *		
≞	Administration ^	United States		0-		
	Users	USER ROLE	Manage User Roles			
	User Roles	Current Role				
	Bill Pay Admin	BT Tester1		$\sim$		
	Check Reorder	Update Role				
0	Locations	USER LOGINS				
٩	Settings ~	Login Name	Channel	Status	Last Logon	Actions
?	Help				5	
Ð	Log Off	BTTester1	Internet	Password Change Required		:
		* - Indicates required fi	eld			
						Cancel Delete





5. Complete the fields to be changed.

Cust	omers Bank				Welcome back, Peg D
ជា	Home	User Detai	s		
	Messages	0001 0000			
J	Reports	Status			
≡	Statements	Active			
	Payments/Transfers ~	Cancel Deact	ivate User		
=	Remote Deposit (DLM)	First Name *		Last Name *	Email Address *
	Enhanced Services ~	BT		Tester1	bfssystemkeys@bottomline.com
Ħ	Administration ^	Phone Country *		Phone *	
	Users	United States		0-	
	User Roles	USER ROLE	Manage User Roles		
	Bill Pay Admin	Current Role			
	Check Reorder	BT Tester1		$\sim$	
0	Locations	Update Role			
٩	Settings ~	USER LOGINS			
0	Help	Login Name	Channel	Status	Last Logon Actions
Ð	Log Off				
		BTTester1	Internet	Password Change Required	:
		* - Indicates required I	1610		Cancel Delete

- Deactivate User blocks the users access but does not delete their profile
- Activate User reactivates a users access
- Current User Role use the drop-down menu to select a new role
- 6. The Action ellipsis will only be available if a user is locked out. Select Actions then select Unlock login.

Cust	omers				We	come back, Q2 Test Corp User
ය ම	Home Messages	User Detail	S			
	Reports Statements	Status Active				
	Payments/Transfers v Remote Deposit (DLM) Enhanced Services v	First Name * Q2Liseth Phone Country *		Last Name * Murillo Phone *	Email Address * liseth.murillo@q2eban	king.com
8	Administration ^	United States	Manage User Roles	(512)682-4612		
		USER LOGINS	_			
		Login Name	Channel	Status	Last Logon	Actions
0	Locations Settings ~	TestLiseth	Internet	Login Locked Out	1/3/2020 Actions	Unlock login

7. Select **Delete** to delete the user.





### **User Roles**

Each user must be assigned a role within Business Online Banking. Users can share a role or individual roles can be setup for each user. For example, a role can get setup for users to just view reports.

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select **Administration** from the left-hand navigation menu.
- 2. Select User Roles.

Cust	omers Bank	W	/elcome back, Peş
ជ	Home	User Roles 💿	
	Messages		
•	Reports	Q. Search	Create Role
	Statements		
	Payments/Transfers ~	USER ROLES	
	Remote Deposit (DLM)	Name + Description Users +	
	Enhanced Services ~		
	Administration ^		
	Users		
	User Roles		
	Bill Pay Admin		
	Check Reorder		
	Locations		
<i>3</i> 63	Settings		

3. Select **Create Role**.

Note: Any changes made to a user will affect ALL users assigned to the same role.

Cust	omers Bank	Welcome back, Peg D
ជ	Home	User Roles > New User Role
	Messages	
	Reports	Role Name
≡	Statements	Description
	Payments/Transfers 🗸 🗸	Description
≡	Remote Deposit (DLM)	
	Enhanced Services V	Ŕ
⊞	Administration ^	* - Indicates required field Cancel Continue
	User Roles	
-	Bill Pay Admin	

4. In the **Role Name** field enter a name for the role. Example: Reporting Role.

Note: Customers using Bill Pay must create a Bill Pay Admin role and a Bill Pay Sub User role to be able to assign the roles properly to access Bill Pay.

- 5. In the **Description** field enter brief description of the role. Example: Viewing reports only.
- 6. Select **Continue**.





7. The **Overview** tab will be displayed.

Custo	omers Bank								Welcome ba	:k, Peg I
ជ	Ноте	User Role	es 🕨 Test	Ø						ave
	Messages	Testing Roles								ave
•	Reports	Overview	Features	Accounts						
	Statements	_								
8	Payments/Transfers ~			Per Day Approval	Per Month Approval	Per Account Approval	Draft	Approve	Cancel	
	Remote Deposit (DLM)	Transaction Type	Approval Limit	Limits	Limits	Limits	Actions Max	Actions Max	Actions Max	Viev
	Enhanced Services ~	ACH Collection	\$10.00	1,000 / \$99,999,999,999,99	1,000 /	1,000 /	1 Any	1 Any	1 Any	All
▦	Administration ^	ACH Passthru	\$99,999,999,999,999,99	1,000 /	1,000 /		1	1	1	AJI
			****	\$99,999,999,999,999.99	\$99,999,999,999,999.99		Any	Any	Any	100
	User Roles	ACH Payments	\$10.00	1,000 / \$99,999,999,999.99	1,000 / \$99,999,999,999.99	1,000 / \$99,999,999,999.99	1 Any	1 Any	1 Any	All
	Bill Pay Admin	Check Reorder		1,000	1,000	1,000	1 Any	1 Any	1 Any	All
	Check Reorder									
0	Locations	EFTPS	\$10.00	1,000 / \$99,999,999,999.99	1,000 / \$99,999,999,999.99	1,000 / \$99,999,999,999.99	1 Any	1 Any	1 Any	All
٢	Settings ~	Payroll	\$10.00	1,000 / \$99,999,999,999,99	1,000 /	1,000 / \$99,999,999,999,99	1 Any	1 Any	1 Any	AJI
0	Help						1	1	1	
G	Log Off	Stop Payment		1,000	1,000	1,000	Any	Any	Any	All
		Transfer - Internal	\$99,999,999,999,999.99	1,000 / \$99,999,999,999,999	1,000 / \$99,999,999,999,999.99	1,000 / \$99,999,999,999.99	1 Any	1 Any	1 Any	All
		Wire -	\$99,999,999,999.99	1,000 / \$99,999,999,999,999	1,000 /	1,000 / \$99,999,999,999,99	1 Any	1 Any	1 Any	AJI
		Domestic		*>>,>>>,399,999.99	*>>,>>>,399,999.99	*>>,>>>,>99,999,999.99	raty	Ally	Any	

- 8. Depending on the services assigned to a company, the Overview screen will display company limits for various features. The admin can select these options to assign more restrictions on the users (role) access, create a lower limit than the company limit, restrict which accounts can be used and/or disable this feature for this role.
  - ACH Collections allows users with this feature to originate and/or approve ACH debit files
  - ACH Passthru allows users with this feature to upload and/or approve ACH Passthru files
  - ACH Payments allows users with this feature to originate and/or approve ACH credit files
  - Check Reorder allows users with this feature to reorder checks from Harland Clarke
  - EFT allows users with this feature to originate and/or approve ACH tax files
  - Stop Payments allows users to create stop payment requests
  - **Transfer Internal** allows the user to create internal Book Transfers
  - Wire Domestic allows the users to create and/or approve domestic Wire
     Transfers
  - Wire International allows the users to create and/or approve international Wire Transfers





- Customers ne back. Per User Roles 🕨 Test 🥒 Messages Testing Role . Overview Features Accounts 8 ACH COLLECTION Change ed | te Deposit (DLM) Allowed Actions Rights Approval Limits ÷ RAFT HOURS Any Any Any Any ŵ Help Customers Bank ome back, Peg D User Roles 🕨 Testing2 🥒 J Overview Features Accounts ACH COLLECTION Change Disabled Enhanced Services Allowed Actions Rights Approval Limits Ħ Close Policy Tester Add New Allowed Actio
- 9. Select the **Enable** option to **Disable** to remove this feature from the role.

10. Select the appropriate feature.

Cust	omers Bank	Wekome back, Peg D
ជា	Ноте	User Roles 🕨 Test 🧷
	Messages	Testing Roles
<b>J</b>	Reports	Overview Features Accounts
=	Statements	
	Payments/Transfers	ACH COLLECTION Change Enabled
≡	Remote Deposit (DLM)	
	Enhanced Services	Allowed Actions Rights Approval Limits
₿	Administration 🧳	
	Users	Open Policy Tester Add New Allowed Action
	User Roles	Allows ACH Collection transaction for any amount 🖉 💼
	Bill Pay Admin	
	Check Reorder	ореалтоня 🔧 амоцит 🎚 ассоцитя 🛹 орант ноция 🖾
0	Locations	Any Any Any Any
٢	Settings	
0	Help	
B	Log Off	

11. Under the Allowed Actions section select Open Policy Tester.

Note: Use the Policy Tester to test out potential Allowed Action edits before making permanent changes. This ensures any action or transaction you test is possible based on what is allowed by your Company Policy and the Bank's policy.





12. Edit the following information.



- Operations select Draft (create) Approve (release to bank for processing) or Cancel
- Amount a default "test" amount will display but can be changed
- Account select an account number from the dropdown menu
- Day optional
- Time N/A
- Select **Auth Code provided**, this is required for all ACH and Wire Transfer users that release transactions to the bank for processing
- Select **Template used** (i.e., draft restricted to test whether the transaction can be submitted by a Draft Restricted User)
- 13. Select Test.
- 14. The **Policy Results** will be displayed and indicate whether the User Role, Company Policy, and Bank settings will allow or deny a potential transaction. Depending on the role's Allowed Actions. If the policy tester fails, a highlighted message appears with details of why the test failed and which entitlement caused the test to fail.

Custo	omers Bank	Welcome back, Peg [
Ш	Reports	Overview Features Accounts
=	Statements	×
	Payments/Transfers	ACH COLLECTION Change Enabled
=	Remote Deposit (DLM)	
	Enhanced Services	Allowed Actions Rights Approval Limits
₿	Administration	· · · · · · · · · · · · · · · · · · ·
		Close Policy Tester Add New Allowed Action
	User Roles	Example Transaction $\odot$
	Bill Pay Admin	Operations Amount Account
	Check Reorder	Draft V \$10.00 Test Acount 5618816 V Test
0	Locations	Location Day Time
٢	Settings	United States V Any V
0	Help	Auth code provided
G	Log Off	Template used (i.e. draft restricted)
		This transaction will be allowed
		Bank Policy         Company Policy         UserRole Policy           Allowed         ABC company         Testing2           Allowed         Allowed         Allowed





15. Select **Add New Allowed Actions** to change the entitlements for this role.



16. Select an option from the top row.

TESTING2 POLICY » ACH COLLECTION » RULE # Cancel OK						
	Allows ACH Collection transaction for any amount					
	operations bank		DRAFT HOURS			
	Ente	r Maximum Operation Am	ount Any×			
	1	2	3			
	4	5	6			
	7	8	9			
	Delete	0	Any			

17. Make the required changes depending on the option selected.

*Note: Limits cannot be made higher than the company limit established by the bank.* 

- 18. Select OK.
- 19. Once all changes have been made select **Save** in the upper right-hand corner.





20. Select Rights.

Cust	Customers Bank Welcome back, Peg D					
ជ	Home	User Roles 🕨 Test 🥒 Save				
	Messages	Testing Roles				
	Reports	Overview Features Accounts				
≡	Statements					
	Payments/Transfers	ACH COLLECTION Change				
≡	Remote Deposit (DLM)					
	Enhanced Services	Allowed Actions Rights Approval Limits				
⊞	Administration					
		Open Policy Tester Add New Allowed Action				
	User Roles	Allows ACH Collection transaction for any amount 🧳 📋				
	Bill Pay Admin					
	Check Reorder					
0	Locations	Any Any Any Any				
	Settings					
?	Help					
Đ	Log Off					

21. Use the drop-down menu to select the viewing options for this role.

Cust	Customers Bank Web						
ស៊	Home	User Roles 🕨 Testing2 🖉	Save				
	Messages	Testing Roles					
	Reports	Overview Features Accounts					
	Statements	, - <u></u>					
	Payments/Transfers	ACH COLLECTION Change	Enabled				
	Remote Deposit (DLM)						
	Enhanced Services	Allowed Actions Rights Approval Limits					
	Administration	·					
	Users	View Online Activity Can view all transactions					
	User Roles	View Online Activity Can view all transactions					
	Bill Pay Admin	Can view own transactions Can view transactions to or from entitled accounts					
	Check Reorder	Can view transactions by others in this role Cannot view any transactions					
	Locations						
٢	Settings						
	Help						
G	Log Off						

22. Select Approval Limits.

Cust	omers Bank	Wekcome back, Peg D				
ភ	Home	Jser Roles 🕨 Test 🧷				
	Messages	Testing Roles				
•	Reports	Overview Features Accounts				
≡	Statements					
8	Payments/Transfers ~	ACH COLLECTION Change				
≡	Remote Deposit (DLM)					
٦	Enhanced Services V	Allowed Actions Rights Approval Limits				
₿	Administration ^					
		Open Policy Tester Add New Allowed Action				
	User Roles	Allows ACH Collection transaction for any amount				
	Bill Pay Admin					
	Check Reorder					
0	Locations	Any Any Any Any				
٢	Settings ~					
0	Help					
₿	Log Off					





*Note: Limits cannot be made higher than the company limit established by the bank.* 

23. Each limit field may be edited.

	Messages	Testing Roles				-
	Reports	Overview F	Overview Features Accounts			
	Statements					
	Payments/Transfers	ACH COLLECTION Change			Enabl	
	Remote Deposit (DLM)					
	Enhanced Services	Allowed Action	ns Rights Appro	oval Limits		
8	Administration					
			MAXIMUM AMOUNT	Maximum transaction amount		ount
	User Roles		\$10.00 0	\$		10.00×
	User Roles Bill Pay Admin		Per Account Per Day	\$		<b>10.00</b> ×
			Per Account Per Day	\$	2	<b>10.00</b> ×
	Bill Pay Admin	\$99,9	Per Account Per Day	1		3
	Bill Pay Admin Check Reorder Locations	\$99,9	Per Account Per Day	\$1 4	2 5	
<ul> <li>⊘</li> <li>⊕</li> </ul>	Bill Pay Admin Check Reorder Locations Settings	\$99,9 \$99,9	Per Account Per Day 999,999,999,99 // Per Day 999,999,999,999 //	1		3
© Ф	Bill Pay Admin Check Reorder Locations	\$99,9 \$99,9	Per Account Per Day 999,999,999,999 // Per Day 999,999,999,999 // Per Month	1	5	3

- 24. Once all changes have been made select **Save** in the upper right-hand corner.
- 25. Select the Features option.

Custo	omers Bank	Welcome back, Peg D						
ជា	Ноте	User Roles 🕨 Test 🧷						
	Messages	sting Roles						
•	Reports	verview Features Accounts						
≡	Statements	+						
8	Payments/Transfers	ACH COLLECTION Change						
≡	Remote Deposit (DLM)							
	Enhanced Services	Allowed Actions Rights Approval Limits						
且	Administration							
		Open Policy Tester Add New Allowed Action						
	User Roles	Allows ACH Collection transaction for any amount 🖉 🔞						
	Bill Pay Admin							
	Check Reorder	operations 🗞 amount 🗄 accounts ≓ draft hours 🖽						
0	Locations	Any Any Any Any						
٢	Settings							





26. Select each feature that should be turned on for this role.

Custo	omers Bank		Welcome back, Peg D
ជា	Home	User Roles 🕨 Testing2 🖉	Save
	Messages	Testing Roles	
۵.	Reports	Overview Features Accounts	
≡	Statements ~		
	Payments/Transfers 🗸 🗸	FEATURES ©	
≡	Remote Deposit (DLM)		
	Enhanced Services V	Search	
Ħ	Administration ^	RIGHTS	
		Access Incoming/Outgoing Wire Alerts	Access to all payment templates
	User Roles	Allow one-time recipients	Can view all recipients
	Bill Pay Admin	Manage Recipients	Manage Subsidiaries
	Check Reorder		
0	Locations	Manage Users	Recipient upload from batch
٢	Settings ~	View Wire Activity	Wire upload from batch (requires Multi-Wire)
?	Help	GENERATED TRANSACTION	
G	Log Off	Enable Multi-Transfer	Enable Multi-Wire

- 27. Once the feature is select the box will turn blue and have a small checkmark.
- 28. Once all of the features are assigned to this role are selected, select **Save** in the upper righthand corner.
- 29. Select the Accounts option.

Cust	omers Bank	Welcome back, Peg D
ជ	Home	User Roles 🕨 Test 🥒
	Messages	Testing Roles
	Reports	Overview Features Accounts
≡	Statements	-
8	Payments/Transfers ~	ACH COLLECTION Change Enabled
≡	Remote Deposit (DLM)	
٦	Enhanced Services V	Allowed Actions Rights Approval Limits
₿	Administration ^	
	Users	Open Policy Tester Add New Allowed Action
	User Roles	Allows ACH Collection transaction for any amount
	Bill Pay Admin	
	Check Reorder	
0	Locations	Any Any Any Any
٢	Settings ~	

30. A list of accounts assigned to the company will be displayed.

Welcome back, Peg (								tomers Bank	Cust
Save				2 0	es 🕨 Testing2	User Role		Home	ជ
Suve					0	Testing Roles		Messages	
				unts	Features Accou	Overview		Reports	•
							~	Statements	
						ACCOUNTS ③	~	Payments/Transfers	8
issigned account:								Remote Deposit (DLM)	
A	Labels	Withdraw 🗐	Deposit 🗐	View		Caller	~	Enhanced Services	
			Deposit	incir o	Name	Number			Ħ
_	Lubers	_			Statement Savings		^	Administration	m
	Lubers	$\oslash$	$\oslash$	$\oslash$	Statement Savings		^	Users	m
		0	0	0	Statement Savings		^		m
			-				^		m





- 31. To add an account to be assigned to this role for **View**, **Deposit** or **Withdraw**, click on the to change the symbol to a checkmark.
  - View allows users in this role to view reports with this account number
  - Deposit allows users in this role to make Book Transfer into this account
  - Withdraw allows users in this role make Book Transfers from this account

# *Note: If a lock appears this means the account is locked by the bank and cannot be used for a certain function.*

32. Once all accounts for this role have been selected, select **Save** in the upper right-hand corner.





## Edit User Roles

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select **Administration** from the left-hand navigation menu.
- 2. Select User Roles.

Note: Any changes made to a user/role will affect ALL users assigned to that role.

Cust	omers				Welcome back, Peg D
	Home Home Home Home Home Home Home Home	User Roles () () Search USER ROLES			Create Role
=	Remote Deposit (DLM)	Name 🔺	Description	Users 🔺	
	Enhanced Services   Administration	BT Tester1	None	1	0 û îi
	Users				
	User Roles				
	Bill Pay Admin				
	Check Reorder				
0	Locations				
(î):	Settings V	1			

- 3. A list of roles will be displayed. Select the pencil icon next to the appropriate role.
- 4. The **Overview** tab will be displayed.

Custo	omers								Welcome bac	ck, Peg D
ជ	Home	User Role	es 🕨 Test	Ø						ave
	Messages	Testing Roles								ave
	Reports	Overview	Features	Accounts						
	Statements		_							
	Payments/Transfers ~			Per Day Approval	Per Month Approval	Per Account Approval	Draft	Approve	Cancel	
	Remote Deposit (DLM)	Transaction Type	Approval Limit	Limits	Limits	Limits	Actions Max	Actions Max	Actions Max	Viev
	Enhanced Services ~	ACH Collection	\$10.00	1,000 /	1,000 /	1,000 /	1 Any	1 Any	1 Any	All
Ħ	Administration			1.000 /	1.000 /	\$55,555,555,555,555.55	1	1	1	
		ACH Passthru	\$99,999,999,999,999.99	\$99,999,999,999,999.99	\$99,999,999,999,999.99		Any	Any	Any	All
	User Roles	ACH Payments	\$10.00	1,000 / \$99,999,999,999.99	1,000 / \$99,999,999,999.99	1,000 / \$99,999,999,999.99	1 Any	1 Any	1 Any	All
	Bill Pay Admin	Check Reorder		1.000	1.000	1.000	1	1	1	All
	Check Reorder						Any	Any	Any	~
	Locations	EFTPS	\$10.00	1,000 / \$99,999,999,999.99	1,000 / \$99,999,999,999.99	1,000 / \$99,999,999,999.99	1 Any	1 Any	1 Any	All
٩	Settings ~	Payroll	\$10.00	1,000 /	1,000 / \$99.999.999.999.99	1,000 / \$99.999.999.999.99	1 Any	1 Any	1 Any	All
?	Help						1	1	1	
G	Log Off	Stop Payment		1,000	1,000	1,000	Any	Any	Any	All
		Transfer - Internal	\$99,999,999,999.99	1,000 / \$99,999,999,999.99	1,000 / \$99,999,999,999.99	1,000 / \$99,999,999,999.99	1 Any	1 Any	1 Any	All
		Wire - Domestic	\$99,999,999,999.99	1,000 / \$99,999,999,999.99	1,000 / \$99,999,999,999.99	1,000 / \$99,999,999,999.99	1 Any	1 Any	1 Any	All
					4 000 1	1000.1				

5. Depending on the services assigned to a company, the **Overview** screen will display company limits for various features. The admin can select these options to assign more restrictions on the users (role) access, create a lower limit than the company limit, restrict which accounts can be used and/or disable this feature for this role.





- ACH Collections allows users with this feature to originate and/or approve ACH debit files
- ACH Passthru allows users with this feature to upload and/or approve ACH Passthru files
- ACH Payments allows users with this feature to originate and/or approve ACH credit files
- Check Reorder allows users with this feature to reorder checks from Harland Clarke
- **EFT** allows users with this feature to originate and/or approve ACH tax files
- Stop Payments allows users to create stop payment requests
- Transfer Internal allows the user to create internal Book Transfers
- Wire Domestic allows the users to create and/or approve domestic Wire Transfers
- Wire International allows the users to create and/or approve international Wire Transfers
- 6. Select the **Enable** option to **Disable** to remove this feature from the role.

Cust	ustomers Bank Welcome back, Peg D							
ជ	Home	User Roles 🕨 Test 🥒						
	Messages	Testing Roles						
	Reports	Overview Features Accounts						
≡	Statements	-						
	Payments/Transfers V	ACH COLLECTION Change						
≡	Remote Deposit (DLM)							
	Enhanced Services V	Allowed Actions Rights Approval Limits						
₿	Administration ^							
	Users	Open Policy Tester Add New Allowed Action						
	User Roles	Allows ACH Collection transaction for any amount 🧷 📋						
	Bill Pay Admin							
	Check Reorder	operations 🏷 amount 🏛 accounts 🛹 oraft hours 🖾						
0	Locations	Any Any Any Any						
٢	Settings ~							
0	Нер							
G	Log Off							
Custo	omers Bank	Weicome back, Peg D						
ជ	Home	User Roles   Testing2						
	Messages	Testing Roles						
	Reports	Overview Features Accounts						
	Statements ~							
	Payments/Transfers 🗸	ACH COLLECTION Change						
	Remote Deposit (DLM)							
	Enhanced Services V	Allowed Actions Rights Approval Limits						



Close Policy Tester Add New A



7. Select the appropriate feature.



8. Under the Allowed Actions section select **Open Policy Tester.** 

Note: Use the Policy Tester to test out potential Allowed Action edits before making permanent changes. This ensures any action or transaction you test is possible based on what is allowed by your Company Policy and the Bank's policy.

9. Edit the following information.

Custo	omers Bank	Welcome back, Peg D
ជ	Home	User Roles   Testing2
	Messages	Testing Roles
	Reports	Overview Features Accounts
	Statements	
	Payments/Transfers	ACH COLLECTION Change
	Remote Deposit (DLM)	
	Enhanced Services	Allowed Actions Rights Approval Limits
	Administration	
	Users	Close Policy Tester Add New Allowed Action
	User Roles	Example Transaction 💿
	Bill Pay Admin	Operations Amount Account
	Check Reorder	Draft V \$1,000.00 Statement Savings 56188: V Test
	Locations	Location Day Time
	Settings	United States V Any V
	Help	Auth code provided
G	Log Off	Template used (i.e. draft restricted)

- Operations select Draft (create) Approve (release to bank for processing) or Cancel
- Amount a default "test" amount will display but can be changed
- Account select an account number from the dropdown menu
- Day optional
- Time N/A
- Select **Auth Code provided**, this is required for all ACH and Wire Transfer users that release transactions to the bank for processing
- Select **Template used** (i.e., draft restricted to test whether the transaction can be submitted by a Draft Restricted User)





- 10. Select Test.
- 11. The **Policy Results** will be displayed and indicate whether the User Role, Company Policy, and Bank settings will allow or deny a potential transaction. Depending on the role's Allowed Actions. If the policy tester fails, a highlighted message appears with details of why the test failed and which entitlement caused the test to fail.

Cust	omers Bank	Welcome back, Peg D
Jul I	Reports	Overview Features Accounts
≡	Statements	×
	Payments/Transfers	ACH COLLECTION Change Enabled
≡	Remote Deposit (DLM)	
	Enhanced Services	Allowed Actions Rights Approval Limits
≞	Administration	^
		Close Policy Tester Add New Allowed Action
	User Roles	Example Transaction $\odot$
	Bill Pay Admin	Operations Amount Account
	Check Reorder	Draft V \$10.00 Test Acoun V Test
0	Locations	Location Day Time
0	Settings	United States V Any V
0	Неір	✓ Auth code provided
G	Log Off	Template used (i.e. draft restricted)
		This transaction will be allowed
		Bank Yolicy Company Yolicy Usaraolo Policy Allowed Allowed Allowed

12. Select Add New Allowed Actions to change the entitlements for this role.

Custo	omers Bank	Welcome back; Peg D
ជ	Home	User Roles 🕨 Test 🥒
	Messages	Testing Roles
	Reports	Overview Features Accounts
≡	Statements	
8	Payments/Transfers V	ACH COLLECTION Change Enabled
Ξ	Remote Deposit (DLM)	
٦	Enhanced Services V	Allowed Actions Rights Approval Limits
8	Administration ^	
	Users	Open Policy Tester Add New Allowed Action
	User Roles	Allows ACH Collection transaction for any amount
	Bill Pay Admin	
	Check Reorder	operations 🏷 amount 🗄 accounts 🚅 drafthours 🖾
0	Locations	Any Any Any Any
٢	Settings ~	
0	Help	
G	Log Off	





13. Select an option from the top row.

TESTING2 POLICY	» ACH COLLECTION » F	RULE #
Allows AC	H Collection transaction for any	amount
operations 🖏 aam Any Ar		→ DRAFT HOURS
Ente	r Maximum Operation Am	ount Any×
		,,
1	2	3
4	5	6
7	8	9
Delete	0	Any

14. Make the required changes depending on the option selected.

Note: Limits cannot be made higher than the company limit established by the bank.

- 15. Select OK.
- 16. Once all changes have been made select **Save** in the upper right-hand corner.
- 17. Select Rights.

Cust	omers Bank	Welcome back, Peg D
ជ	Home	User Roles 🕨 Test 🥒
	Messages	Testing Roles
•	Reports	Overview Features Accounts
≡	Statements	
8	Payments/Transfers V	ACH COLLECTION Change
≡	Remote Deposit (DLM)	
	Enhanced Services V	Allowed Actions Rights Approval Limits
	Administration ^	
	Users	Open Policy Tester Add New Allowed Action
	User Roles	Allows ACH Collection transaction for any amount
	Bill Pay Admin	
	Check Reorder	
0	Locations	Any Any Any Any
٢	Settings ~	
0	Help	
G	Log Off	





18. Use the drop-down menu to select the viewing options for this role.

cust	omers Bank					Velcome back, Peg D		
ជ	Home		User Roles   Testing2	User Roles   Testing2				
	Messages		Testing Roles			Save		
	Reports		Overview Features Account	s				
	Statements	~						
8	Payments/Transfers	~	ACH COLLECTION Change			Enabled		
	Remote Deposit (DLM)							
	Enhanced Services	~	Allowed Actions Rights A	Allowed Actions Rights Approval Limits				
₫	Administration	^						
	Users							
	User Roles		View Online Activity	Can view all transactions Can view all transactions	$\sim$			
	Bill Pay Admin			Can view own transactions Can view transactions to or from entitled accounts				
	Check Reorder			Can view transactions by others in this role Cannot view any transactions				
	Locations							

19. Select Approval Limits.

Cust	omers	Welcome back, Peg D
ជ	Home	User Roles 🕨 Test 🥒
	Messages	Testing Roles
M	Reports	Overview Features Accounts
≡	Statements	
8	Payments/Transfers	ACH COLLECTION Change Enabled
≡	Remote Deposit (DLM)	
۵	Enhanced Services	Allowed Actions Rights Approval Limits
≞	Administration	
	Users	Open Policy Tester Add New Allowed Action
	User Roles	Allows ACH Collection transaction for any amount 🖉 📋
	Bill Pay Admin	
	Check Reorder	ореалтону 🗞 амоцит 🎚 ассоциту 🕂 оралг ноциу
0	Locations	Any Any Any Any
٢	Settings	
0	Melo	

*Note: Limits cannot be made higher than the company limit established by the bank.* 

20. Each limit field may be edited.

Messages	Testin	ng Roles			
Reports		Overview Features Accour	its		
Statements	~				
Payments/Tr	ansfers 🗸 ACH (	ACH COLLECTION Change			
Remote Dep	osit (DLM)				_
Enhanced Se	rvices ~	Allowed Actions Rights A	opproval Limits		
Administratic	on ^				
		MAXIMUM AMOUNT (		Maximum transaction am	ount
User Roles		\$10.00	\$		<b>10.00</b> ×
Bill Pay Admi	in	Per Account Per Day			
Check Reord	er	\$99,999,999,999.99	1	2	3
Locations		Per Day \$99,999,999,999.999 🖉		-	
Settings	~	Per Month	4	5	6
		\$99,999,999,999.99	7	8	9
Help		MAXIMUM COUNT			
		Per Account Per Day	Delete	0	Clear
Help Log Off		1,000	Delete		

21. Once all changes have been made select **Save** in the upper right-hand corner.





22. Select the Features option.

Cust	omers Bank	Welcome back, F
ជ	Home	User Roles 🕨 Test 🥒
	Messages	Testing Roles
	Reports	overview Features Accounts
	Statements	$\leftarrow$
8	Payments/Transfers ~	ACH COLLECTION Change Enabled
	Remote Deposit (DLM)	
	Enhanced Services V	Allowed Actions Rights Approval Limits
	Administration ^	
	Users	Open Policy Tester Add New Allowed Action
	User Roles	Allows ACH Collection transaction for any amount 🧳 🌐
	Bill Pay Admin	
	Check Reorder	
	Locations	Any Any Any Any
1	Settings ~	

23. Select each feature that should be turned on for this role.

Cust	omers		Welcome back, Peg D
ភ	Home	User Roles 🕨 Testing2 🖉	Save
	Messages	Testing Roles	
M	Reports	Overview Features Accounts	
	Statements ~		
8	Payments/Transfers ~	FEATURES ®	
	Remote Deposit (DLM)		
	Enhanced Services ~	9, Search	
≞	Administration ^	RIGHTS	
		Access Incoming/Outgoing Wire Alerts	Access to all payment templates
	User Roles	Allow one-time recipients	Can view all recipients
	Bill Pay Admin	Manage Recipients	Manage Subsidiaries
	Check Reorder		
	Locations	Manage Users	Recipient upload from batch
٢	Settings ~	View Wire Activity	Wire upload from batch (requires Multi-Wire)

- 24. Once the feature is select the box will turn blue and have a small checkmark.
- 25. Once all of the feature to assign to this role are selected, select **Save** in the upper right-hand corner.
- 26. Select the **Accounts** option.

Cust	omers Bank	Welcome back, Peg D
ଜ	Home	User Roles 🕨 Test 🥒
	Messages	Testing Roles
M	Reports	Overview Features Accounts
≡	Statements	
8	Payments/Transfers ~	ACH COLLECTION Change
≡	Remote Deposit (DLM)	
	Enhanced Services 🔷	Allowed Actions Rights Approval Limits
₿	Administration	
		Open Policy Tester Add New Allowed Action
	User Roles	Allows ACH Collection transaction for any amount 🧷 🏦
	Bill Pay Admin	
	Check Reorder	ореалтону 🏷 амоцит 🗒 ассоциту ≓ драгт ноция 🖾
0	Locations	Any Any Any Any
٢	Settings ~	





27. A list of accounts assigned to the company will be displayed.

-	omers Bank								
ជ	Home		User Role	es 🕨 Testing2	Ø				Save
	Messages		Testing Roles						Save
	Reports		Overview	Features Accou	ints				
	Statements	~			_				
	Payments/Transfers	~	ACCOUNTS ①						
			ACCOUNTS 0						
	Remote Deposit (DLM)		ACCOUNTS O					Hide	inassigned accourt
=	Remote Deposit (DLM) Enhanced Services	~			Nieus 🗖	Derevit II	utitak durau 🖓		unassigned accour
	Enhanced Services	~	Number	Name	View 🗐	Deposit 🗐	Withdraw 🗐	Hide u	unassigned accour
	Enhanced Services			Name Statement Savings	View	Deposit	Withdraw 🗖		inassigned accour
	Enhanced Services	~			Ø	0	Ø		unassigned accourt
	Enhanced Services	~		Statement Savings					inassigned accourt
	Enhanced Services Administration Users	~		Statement Savings	Ø	0	Ø		unassigned accourt

- 28. To all an account to be assigned to this role for **View**, **Deposit** or **Withdraw**, click on the to change the symbol to a checkmark.
  - View allows users in this role to view reports with this account number
  - Deposit allows users in this role to make Book Transfer into this account
  - Withdraw allows users in this role make Book Transfers from this account

# *Note: If a lock appears this means the account is locked by the bank and cannot be used for a certain function.*

29. Once all accounts for this role have been selected, select **Save** in the upper right-hand corner.





### **Bill Pay Admin**

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select **Administration** from the left-hand navigation menu.
- 2. Select Bill Pay Admin.

Note: This screen will display the Bill Pay Admin and/or Bill Pay Sub User roles only. Individual users assign to a role will not display.

Note: Any changes made to a role affect ALL users assigned to that role.

Cust	Customers Bank We						Welcome back, Peg D	
ជ	Home	Business Billpay Admi	inistration Consol	le				
	Messages			e primary) must be selected for th				
	Reports	<ul> <li>Accounts must I</li> </ul>	Accounts must be reveled from regular users before they may be revolved from administrators.     Accounts must be parented to the administrators to there they may be granated to dre they are.     At least one funding account must be selected for a user before that user's entitlements for Approve and Schedule Payments can be updated     successfully.     Changes do not take effect until you click "Submit".					
≡	Statements ~							
	Payments/Transfers ~	User Roles, Limits, and	d Entitlements	Schedule Payments (Up To	Approve Payments (Up To	Change	View	Audit
≡	Remote Deposit (DLM)	Us	er Role	Limit)	Limit)	Change Payees	Reports	Reports
	Enhanced Services V	Stacey Costello U	Inenrolled 🗸	9	9	9	9	9
₿	Administration ^	Peg D A	admin User $\smallsetminus$	\$10,000.00	\$10,000.00	0	0	٥
		Peg Donovan	Jnenrolled V	0				
	User Roles				-			
	Bill Pay Admin	Jenny Jenny U	Inenrolled 🗸	3	9	9	9	٩

- 3. Under the **User Role** column, the entitlement assigned to the User Role will be displayed. The admin may use the drop-down menu to disable a Bill Pay User.
- 4. Click on the box under the **Schedule Payments (Up to Limit)** to add a limit to the appropriate user role.

*Note: The admin will default to the company limit established by the bank.* 

- 5. Click on the box under the **Approve Payments (Up to Limit)** to add a limit to the appropriate user role.
- 6. Select the  $\bigcirc$  icon under the **Change Payees** to allow users in this role to be able to edit Payess in the Bill Pay platform. The icon will change to  $\bigcirc$ .
- 7. Select the 🗢 icon under the **View Report** to allow users in this role to be able to view reports in the Bill Pay platform. The icon will change to 🥝.
- 8. Select the icon under the **Audit Reports** to allow users in this role to be able to the audit report in the Bill Pay platform. The icon will change to .





9. In the upper right-hand corner select the <a> next to each account the user role should have access to in the Bill Pay platform. The icon will change to <a>.</a>

Cust	omers		Welcome back, Peg
ជ	Home	Business Billpay Administration Console	
Ø	Messages	Usage guidelines: • At least one funding account (the primary) must be selected for the administrators. • Accounts must be revoked from regular users before they may be revoked from administrators.	
Ш	Reports	Accounts must be revoked from regular users before they may be revoked from administrators.     Accounts must be granted to the administrators before they may be granted to other users.     At least one funding account must be selected for a user before that user's entitlements for Approve and Schedule Payments cat	n be updated
	Statements	<ul> <li>successfully.</li> <li>Changes do not take effect until you click "Submit".</li> </ul>	
=			
∋			Funding Accounts
_ ⊃ ≡	Payments/Transfers	Changes do not take effect until you click "Submit".      User Roles, Limits, and Entitlements      Schedule Approve Change View Audit	Funding
	Payments/Transfers		Funding Accounts





## **Check Reorder**

The Check Reorder feature allows a user to reorder business checks. An initial order has to be completed before the reorder feature can be accessed.

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select **Administration** from the left-hand navigation menu.
- 2. Select Check Reorder.
- 3. I list of eligible accounts for reordering checks will be displayed.

Cust	Customers Bank Wekome back, Peg D				
ជ	Home	Chack	Reorder		
	Messages	CHECK	Reolder		
	Reports		BUSINESS ANALYSIS		
=	Statements ~		BUSINESS ANALYSI!		
8	Payments/Transfers V	0	Test Acount		
Ξ			Checking		
	Remote Deposit (DLM)	0	SMALL BUSINESS CHECK		
	Enhanced Services ~				
₫	Administration ^	0	Statement Savings		
	User Roles				

- 4. Select the box in front of the appropriate account.
- 5. The Harland Clarke website will be displayed.

HARLAND CLARKE		Personal Products	Gustomer Service About Harland Clarke	
YOUR NAME 423 YOUR ADDRESS 423 YOUR ADDRESS 423 YOURRE, U.S.A. 12345	Welcome, PEG D December 2014			
Day to the	SHOP FULL CATALOG			

6. Select Quick Order.





7. Complete all of the appropriate fields.

HARLAND CLARKE		Personal Products	Customer Service	About Harland Clarke
1 QUICK ORDER				2 3 4
REVIEW YOUR OR	DER			
Guardian® Blue Safety Paper- Single				
PEC D I MAIN STATE Pay to the Order of Point For For I Data 2101 Data Data Dollars I Dollars I Dollar I	PERSONALIZATION INFORMATION PEG D IMAIN ST. ANYTOWN, MA 02226 STARTING CHECK NUMBER This number has been updated and you ma # 2101 EDT CHECK STYLE DUPLICATE	y choose to change it	SINGLE	EDIT
1 Check Scene     Standard Type Syle     Standard Syles available     Desk Syles available	0UANTITY 80 \$23.29	160 \$46.59	240 \$69.88	
	320 \$93.18 DISTINCTIVE LETTERING Standard: \$0.00	STANDARD		>

- 8. Select Add to Cart.
- 9. Complete the checkout process.





## Locations

Locations allows users to find nearby Branches and Loan Production offices.

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select **Locations** from the left-hand navigation menu.
- 2. A map with all of the Branch and Loan Production Offices will be displayed.



3. In the **Search Branches** box enter a city or state and all of the locations in that area will be displayed.





## Settings

#### **Home Preferences**

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select **Setting** from the left-hand navigation menu.
- 2. Select Home Preferences.

Cust	ustomers Bank Welcome back, Peg D				
分	Home	Home Page Preferences			
	Messages				
	Reports	Right Menu Quick Links			
≡	Statements ~	Add fast access to features on your home screen. On a mobile device, access your Quick Links using the "More" button at the top of the screen.           Ouick Transfer         Press Releases			
	Payments/Transfers 🗸 🗸	Quick Hallster			
=	Remote Deposit (DLM)	Right Menu Widgets			
	Enhanced Services V	Add functionality to your home page with widgets. On a mobile device, access your widgets using the "More" button at the top of the screen.			
	Administration ~	No configurable Widgets.			
0	Locations				
¢	Settings ^	Account List			
	Home Page Preferences	Enable a separate, streamlined account list page for a higher volume of accounts. You can prioritize a subset of accounts for display on the home page.			
	Account Preferences	Account List			
	Security Preferences				
	Alerts	Main Content Widgets Add functionality to the main area of your home page with widgets.			
	Accessibility				
?	Help	No configurable Widgets.			

- 3. Select the option to be setup. For example, select **Account List** to prioritize certain accounts.
- 4. The following page will be displayed.

Cust	omers Bank		Welcome back, Peg D Last login 01/03/2020 at 7:57 PM
Click	an account tile to view details an	i transaction history.	×
ជ	Home	Home	
	Messages	Home	
	Reports	PRIORITY ACCOUNTS	
	Statements ~	There are no priority accounts to display.	
	Payments/Transfers ~	To get started, star your most used accounts and they will display here along with the current balance.	
	Remote Deposit (DLM)		
	Enhanced Services V	Account 1 xx Account 1 xx Account 1	
₿	Administration V	Account 2 XXXXX451	
	Locations	Account 3 XXXX1236	
<u>ي</u>	Settings ^	Account 4 XXXXXX6942	
	Home Page Preferences	式 Account 5 2000/1234	
	Account Preferences		
	Security Preferences		
	Alerts	View all accounts	
	Accessibility		
0	Help		

- 5. Select the **Home** module.
- 6. Select View all accounts.





7. Click on the star icon next to each account to be placed in the priority list.

Custo	omers Bank							Welcome ba	ack, Peg D
ŵ	Home		All						
	Messages		All accounts - 18	9 5	earch all accounts				
	Reports		+ Create group	Filter	all accoun All Priority	Checking	Commercial Loan Loans		¢
	Statements	~	r create Brook		Money Market				
8	Payments/Transfers	~		Sorte	d by: Default 🥆				
	Remote Deposit (DLM)			*	BUSINESS ANALYSIS		Available Balance \$1,455,877.16	Current Balance \$1,455,877.16	:
	Enhanced Services	~		☆	BUSINESS ANALYSIS		Available Balance	Current Balance	:
≞	Administration	~		~			\$1,455,877.16	\$0.00	•
	Locations			*	Test Account 5618816		Available Balance \$30.40	Current Balance \$30.40	÷
	Settings	~		☆	Checking		Available Balance \$358,636.79	Current Balance \$358,636.79	:
?	Help		Select to designate, or remove, SMALL BUSINESS CHECK as a Priority account for display on th		SMALL BUSINESS CHECK		Available Balance \$255.262.04	Current Balance \$255,262.04	:
G	Log Off		home page.	• –	CML LETTER CREDIT		Available Balance	Current Balance	:
				14			Not Available	\$0.00	•

- 8. Select the **Home** module.
- 9. The priority accounts will be displayed. To view all accounts assigned to your User ID, select **View all accounts**.

Custo	Customers Bank Vetcome back, Peg D Lext Agen 01060020 or 921 AV							
Click a	an account tile to view details a	nd transaction history.				×		
ស៊	Home	Home			ą			
	Messages				0			
	Reports	PRIORITY ACCOUNTS			^			
≡	Statements ~	View all						
	Payments/Transfers ~	BUSINESS ANALYSIS Available Balance	\$1,455,877.16	Test Account Available Balance	\$30.40			
≡	Remote Deposit (DLM)	Current Balance	\$1,455,877.16	Current Balance	\$30.40			
	Enhanced Services ~	SMALL BUSINESS CHECK	:					
≞	Administration ~	Available Balance Current Balance	\$255,262.04 \$255,262.04					
0	Locations							
<u>ي</u>	Settings ~	C	View all a	ccounts				
?	Help		Previou accounts					
₽	Log Off							





#### **Account Preferences**

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select **Setting** from the left-hand navigation menu.
- 2. Select Account Preferences.

Cust	omers	Welcome back, Peg D
Add a	n account nickname, choose th	e display order, hide an account & make other account related changes.
ជ	Home	Account Preferences
	Messages	Click anywhere on the account row if you would like to add/edit an account nickname, enable SMS/Text banking or view account details. Group and sort
	Reports	accounts as they are displayed on the homepage.
	Statements ~	Q. Search by account label, name, nickname, number, or product type
	Payments/Transfers 🗸 🗸	
	Remote Deposit (DLM)	Accounts 🖉 $\land \lor$
	Enhanced Services V	
≞	Administration ~	
	Locations	BUSINESS ANALYSIS
٩	Settings	
	Home Page Preferences	BUSINESS ANALYSIS
	Account Preferences	· ·
	Security Preferences	
	Alerts	Test Acount
	Accessibility	· · · · · · · · · · · · · · · · · · ·
	Help	
G	Log Off	Checking Checking

- 3. Select an account.
- 4. Select the options to turn on or off for this account.

Cust	omers				Welcome back, Peg D
₽	Administration × Locations	BUSINESS ANALYSIS			^ ~
ŝ	Settings ^ Home Page Preferences Account Preferences	Details Online Display Name		Select a balance to display on home page (max 2)	
	Security Preferences Alerts	BUSINESS ANALYSIS		Current Balance Credit Line Amount One Day Float	
?	Accessibility Help	Accounts Account Visibility	$\sim$	Accrued Interest     Last Interest Paid Amount	
G	Log Off	Home	-0		
				Last Statement Balance	

- 5. Select the pencil icon under **Online Display Name** to change the name of the account within Business Online Banking.
- 6. Use the drop-down menu to move an account to a different group if multiple account groups have been setup.





7. Select up to 2 fields to display on the **Home** page replacing the 2 current balance displays of **Available Balance** and **Current Balance**.

	omers Bank			Welcome back, Peg
1	Administration ~	BUSINESS ANALYSIS		^
	Locations	BUSINESS AMALTSIS		$\sim$
	Settings ^			
	Home Page Preferences	Details		
		Online Display Name	Select a balance to display on home page	e (max 2)
A	ccount Preferences	BUSINESS ANALYSIS	Current Balance	
	ecurity Preferences		Credit Line Amount	
Ale	erts	Current Account Group		
	ibility	Accounts	Accrued Interest	
Help		Account Visibility		
			Year-to-date interest	
Log O	ff	Home	amount	
			Ledger Balance	
			Available Balance	
			Credit Line Available	

8. Select the **Home** module to review changes.





#### **Security Preferences**

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select **Setting** from the left-hand navigation menu.
- 2. Select Security Preferences.

Cus	tomers Bank					Welcome back, Peg D
ជ	Home		Security Preferences			
	Messages					
J	Reports		Change Password		Secure Delivery	2
≡	Statements					
	Payments/Transfers					
≡	Remote Deposit (DLM)					
	Enhanced Services	~				

- 3. Select the setting to change and complete the required fields.
  - Change Password allows the user to change their password at any time

#### Note: The system will force all users to change their password every 90 days.

• Secure Delivery- allows the user to edit their information for their secure access codes





#### Alerts

- 1. Upon logging into Business Online Banking each user will be brought to the **Home** screen. Select **Setting** from the left-hand navigation menu.
- 2. Select Alerts.

Cust	omers		Welcome back, Peg D
			counts. Enable/disable security alerts for account activity and edit delivery preferences for receiving alerts. Alerts are not in real time, there may be a 👘 🗙 ur and when you receive an alert.
슈	Home		
	Messages		Alerts + New Alert
	Reports		
	Statements	~	
	Payments/Transfers	~	
	Remote Deposit (DLM)		
	Enhanced Services	~	
且	Administration	~	
	Locations		
÷	Settings	^	

3. Select + New Alert.

Customers	IK.	Welcome back, Pe
	erts for your accounts. Enable/disable security alerts for account activity and edit delivery ransactions occur and when you receive an alert.	preferences for receiving alerts. Alerts are not in real time, there may be a
🛱 Home		
Messages	Alerts	+ New Alert
Reports		Account Alert
	·	History Alert
Payments/Tr	nsfers 🗸	Online Transaction Alert
E Remote Dep	sit (DLM)	Reminder
Enhanced Se	vices 🗸	
Administrati	n 🗸	
Locations		
Settings	<u>^</u>	

- 4. Select an alert from the menu.
- 5. Complete the required field. For example, Online Transaction Alert.

Cust	omers Bank		Welcome back, Peg
ជ	Home	< Back to Alerts	
	Messages	New Online Transaction Alert	
	Reports	New Online Transaction Alert	
	Statements	Y Transaction	
	Payments/Transfers		
	Remote Deposit (DLM)		
	Enhanced Services	Status	
I	Administration	Y	
	Locations	Alert Delivery Method	
<u>ي</u>	Settings	Email Voice SMS Text Message Secure Message Only	
	Home Page Preferences		
	Account Preferences		
	Security Preferences	Go back Create Alert	
	Alerts		





6. Use the **Transaction** drop-down menu to select the type of alert.

Customers@Bank Web							
ដ្	Home	< Back to Alerts					
	Messages		New Opline Transaction	Alout			
	Reports		New Online Transaction Alert				
	Statements ~						
	Payments/Transfers 🗸 🗸		Transaction	~			
	Remote Deposit (DLM)		ACH Collection Batch	·			
	Enhanced Services 🗸 🗸		ACH Pass Thru				
	Administration ~		ACH Payments Batch				
	Locations		Check Reorder				
ŵ	Settings ^		Domestic Wire				
	Home Page Preferences		EFTPS				
	Account Preferences		Funds Transfer	Ţ			
	Security Preferences		Go back	Create Alert			

- ACH Collections the system will send an alert based on the status selected for any ACH Collections transactions originated
- ACH Pass Thru the system will send an alert based on the status selected for any ACH Pass Thru batches originated
- ACH Payments the system will send an alert based on the status selected for any ACH Payments transactions originated
- Check Reorder the system will generate an alert if anyone places a check reorder
- Domestic Wire the system will send an alert based on the status select for any outgoing Domestic Wire Transfers
- **EFPTS** the system will send an alert based on the status select for any EFTPS (tax payments) originated
- Funds Transfer the system will send an alert based on the status select for any Book Transfers originated
- International Wire the system will send an alert based on the status select for any outgoing International Wire Transfers
- Stop Payment the system will send an alert based on the status select for any Stop Payments originated
- 7. Use the **Account** drop-down menu to select the account associated with the alert.
- 8. Use the **Status** drop-down menu to select the status associated with the alert.
  - Authorized transaction(s) were approved
  - **Cancelled** transaction(s) were cancelled before being submitted
  - **Drafted** transaction(s) were created
  - Failed transaction(s) did not create/were not sent
  - **Processed** transaction(s) have been processed by the bank
- 9. Select the appropriate Alert Delivery Method box.

Note: The Secure Messages Only will display the alerts in the users Messages module.





#### 10. Select Create Alert.

11. A list of alerts setup will be displayed.

Cust	omers Bank	Welcome back, P4	eg D
		counts. Enable/disable security alerts for account activity and edit delivery preferences for receiving alerts. Alerts are not in real time, there may be a cur and when you receive an alert.	×
(1) [2] [2]	Home Messages	Alerts + New Alert	
	Reports Statements ~	ONLINE TRANSACTION ALERTS (2)	
	Payments/Transfers ~ Remote Deposit (DLM)	When an ACH Collection is Drafted, send me an SMS text message (5089428797). Test Account - Edit	>
	Enhanced Services  V Administration  V	When a Domestic Wire is Drafted, send me an SMS text message (5089428797). Test Account	>
0 \$	Locations Settings	μη.	
	Home Page Preferences Account Preferences		
	Security Preferences		

