GREAT SOUTHERN BANK

Treasury Management

User Guide

October 2025

Learn how to use Treasury Management with this handy guide.

For questions, contact us at 855-225-0115.

GreatSouthernBank.com

MEMBER FDIC EQUAL HOUSING LENDER NMLS# 423054

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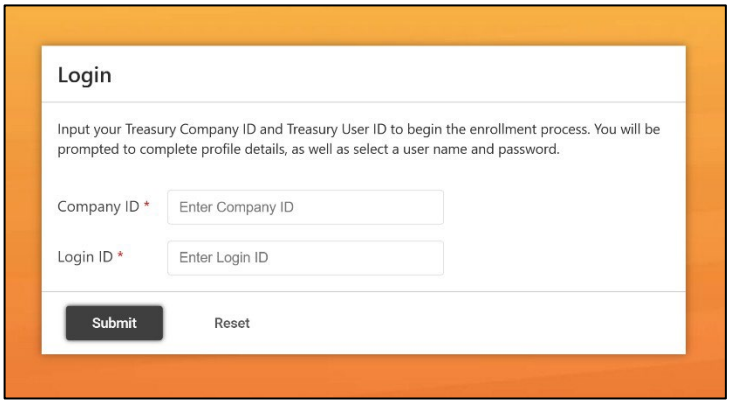
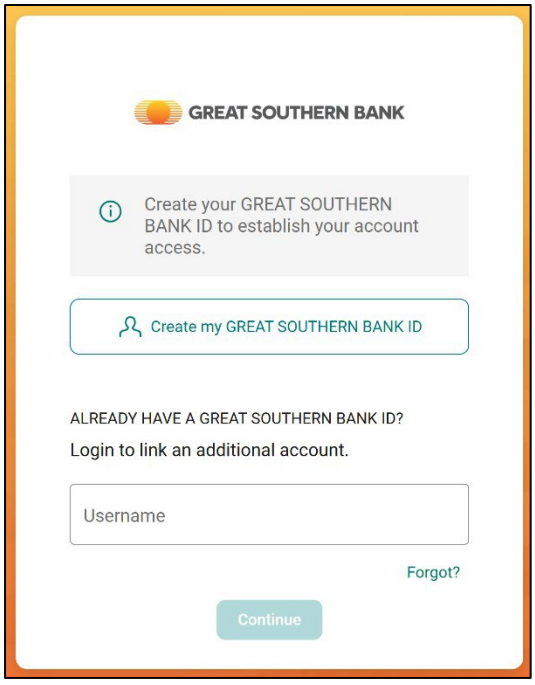
Logging in to Treasury Management

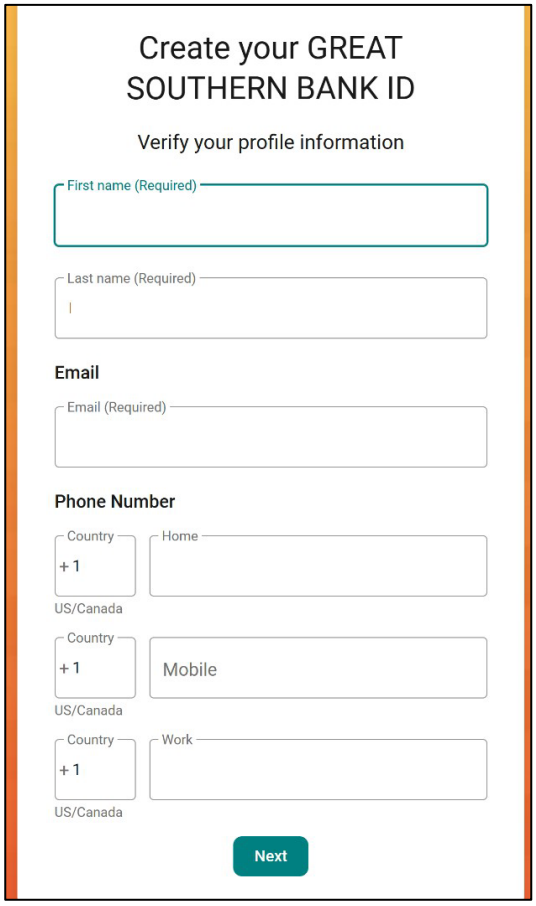
Log in to Treasury Management after obtaining your Company ID and Login ID from your company administrator.

1. Open your enrollment email and click Join.
2. Select the *Initial Login URL link* from your enrollment email. The link directs you to the login page.
3. Enter your *Company ID*.
4. Enter your *Login ID*.
5. Select **Submit**.



6. Select **Create my Great Southern Bank ID** and complete the profile fields. Click **Next**.





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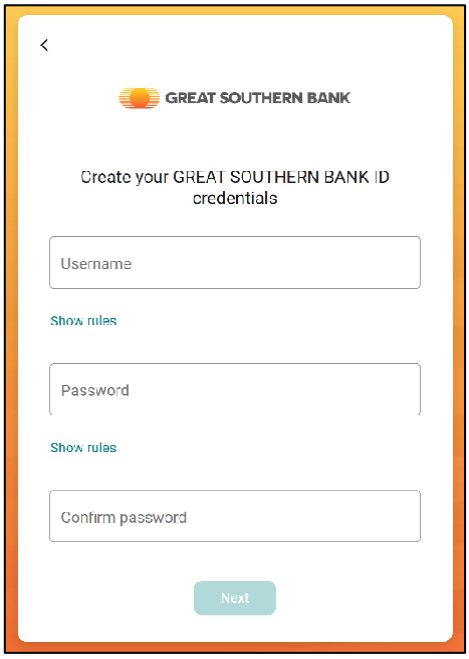
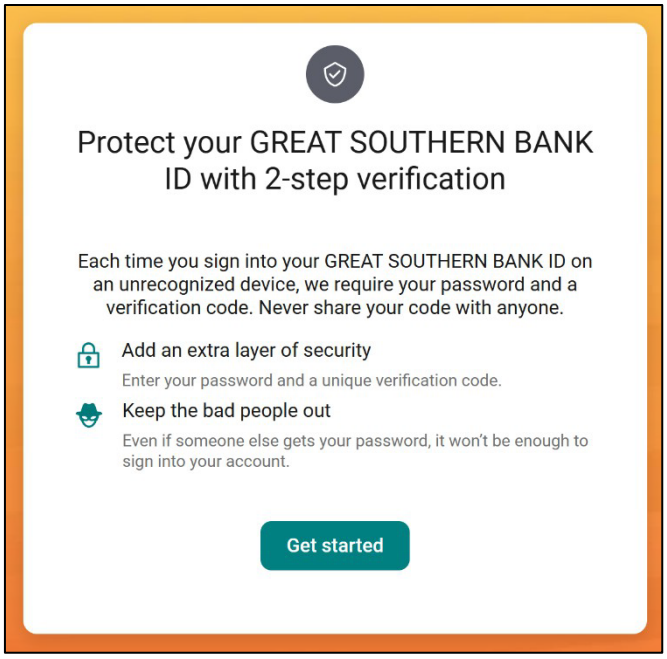
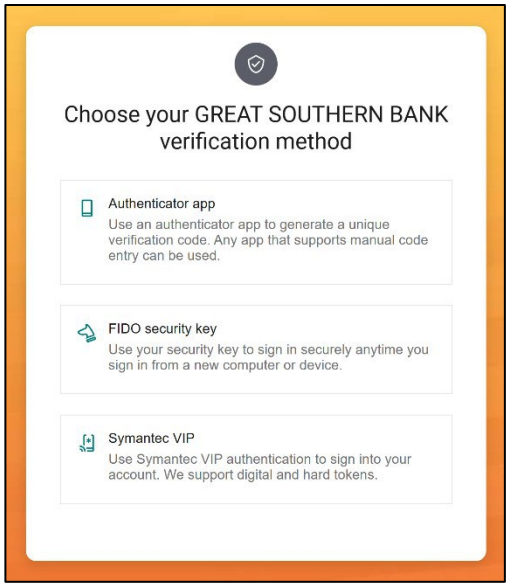
7. Create your *Username* and *Password*.
8. Click **Next**.
9. Click **Get Started** on the following screen.

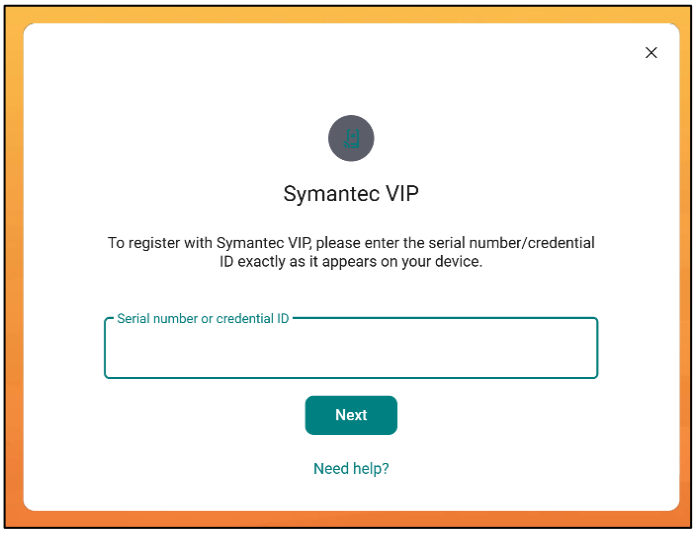




10. Choose your method of verification. We will prompt you to authenticate if unusual login activity is detected.

- ***Authenticator App***: Open your authenticator app and either scan the QR code or enter the code that appears manually. Enter the code that generates on your app.
- ***FIDO Security Key***: Tap or insert your device to register.
- ***Symantec VIP***: Download the Symantec VIP Access app from the App Store or Google play. Register the Credential ID and enter the token code that appears.





To authenticate at challenge points, the system prompts you to enter a verification code that's received via text or automated phone call.

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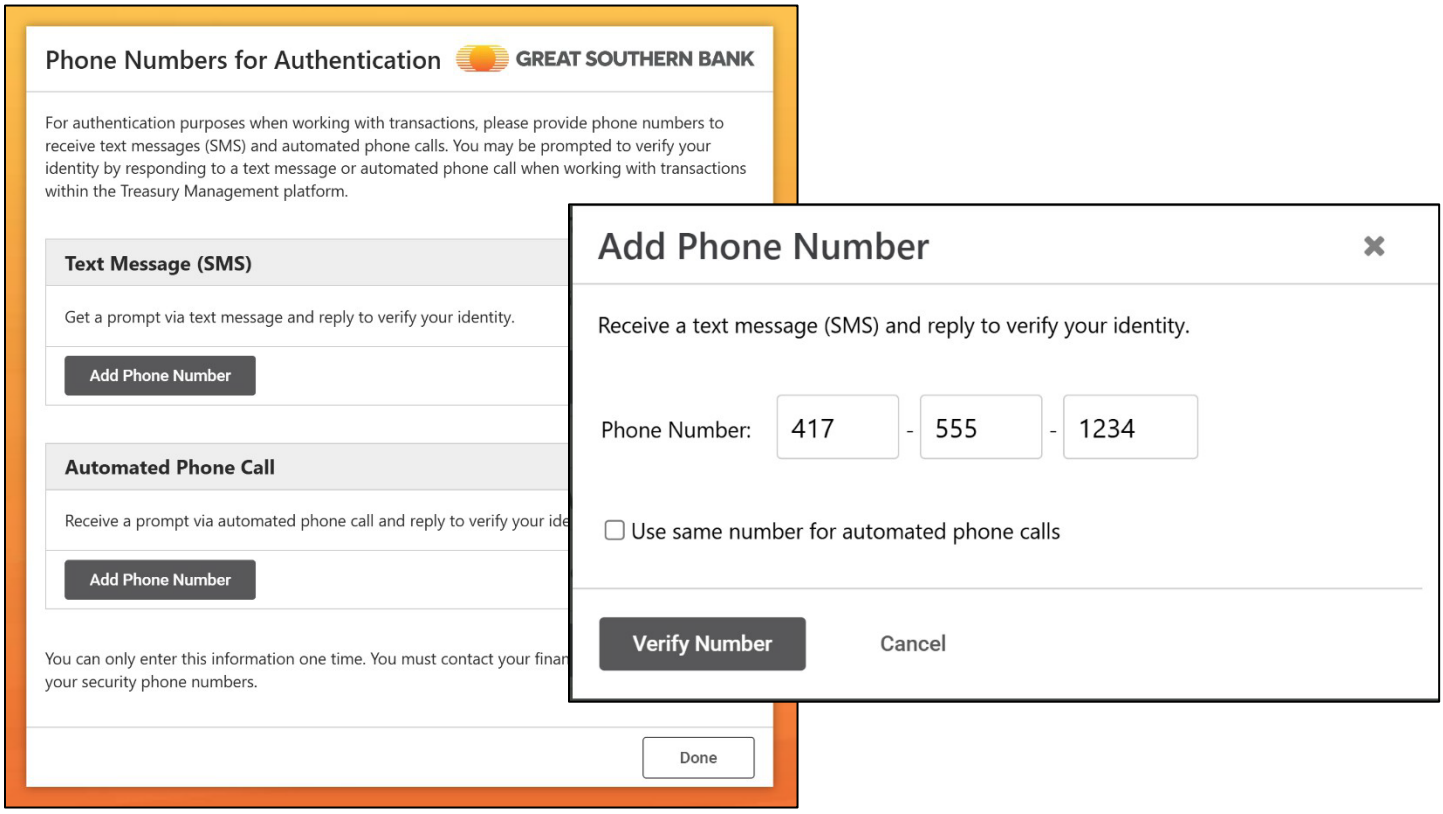
To register for texts and or phone calls:

1. Select **Add Phone Number** under the *Text Message (SMS)* or *Automated Phone Call* section.
2. Enter your phone number and check the box if you'd like to use the same number for both options.
3. Click **Verify Number**.
4. Enter the code you receive by text or automated phone call and click **Verify Number**.
5. If you did not opt to register the same number for both options, you may add a second number. Otherwise, click **Done**.
6. Click **Done**.



Dashboard

Use the *Dashboard* menu to view your accounts, news items, favorite reports, payments pending approval, and other available widgets. You can also make transfers and quickly access commonly used resource links.

The default widgets are *Accounts*, *Information Center*, *Resource*, and *Favorite Reports*. Other widgets may be added by clicking the **Configure Dashboard** button.

TIP: Adjust the layout by selecting Configure Dashboard in the top-right corner of the *Dashboard*. You can add, remove, edit, resize, and drag widgets to customize the Dashboard to work best for you.

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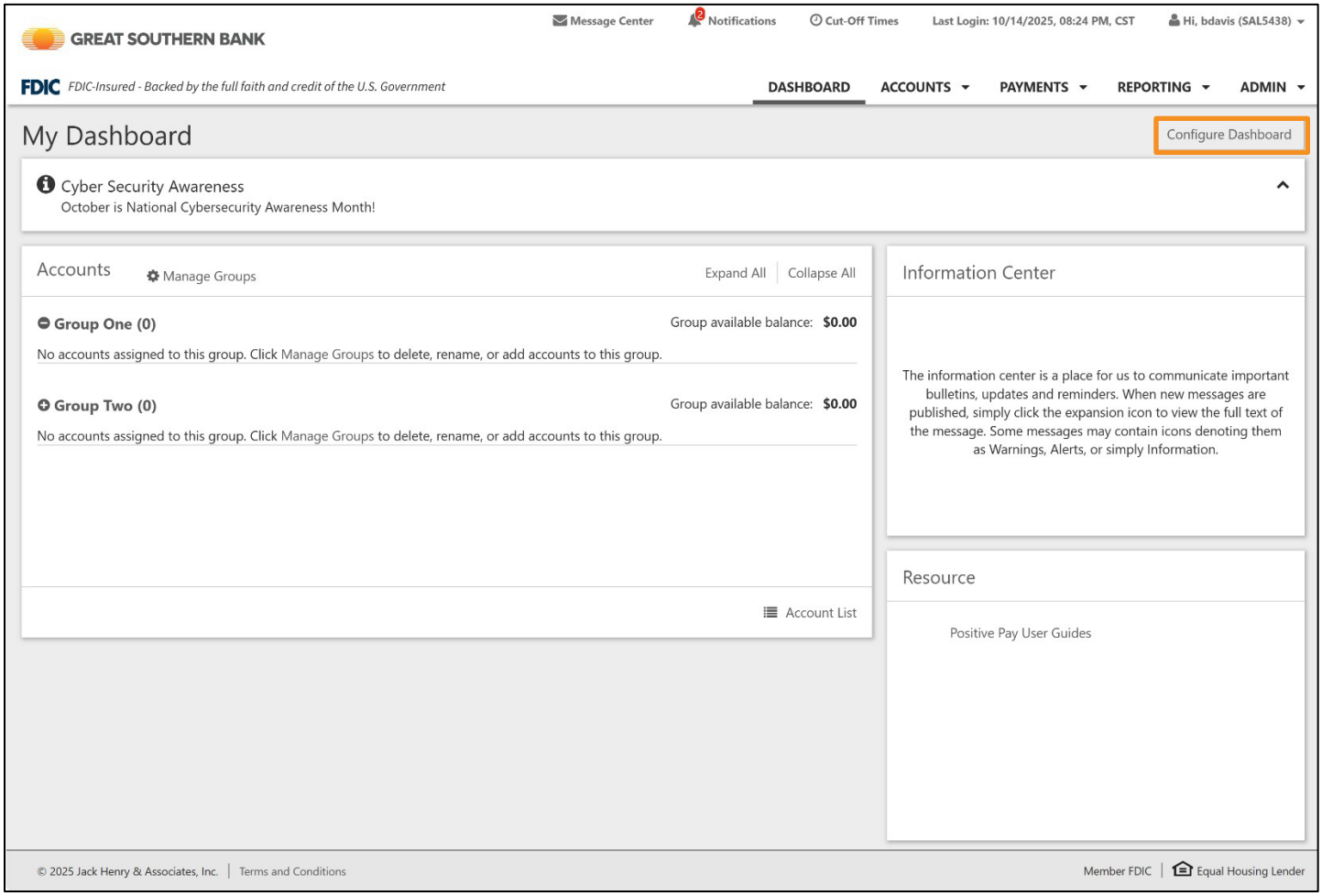
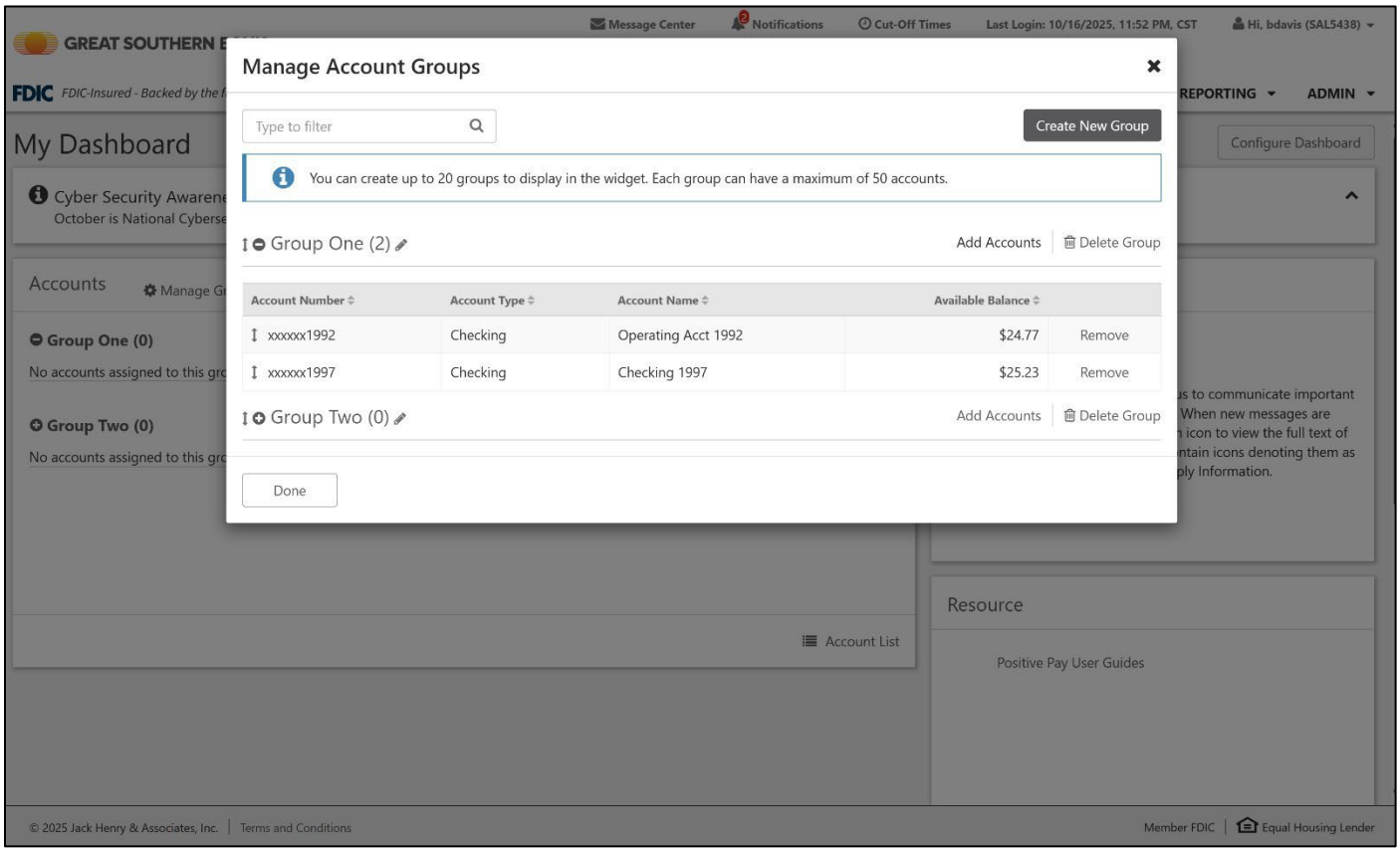


Accounts

Upon initial login, two account groups appear by default. No accounts appear until you assign accounts to the groups by selecting **Manage Groups**. You can also edit the group names and add or remove groups.

Manage Groups

- ***Add Accounts***: Select this to assign accounts to groups. Select the box next to the accounts that you want to assign to the group. Select **Add Accounts** to save.
  NOTE: An account can only be assigned to one group. If an account is assigned to a group, you must first remove it before you can add it to another group. A group can have a maximum of 50 accounts assigned.
- ***Create New Group***: Select this to create an additional group to assign accounts to. Enter a unique Group Name and then select **Add Accounts** to assign accounts.
- ***Delete Group***: Select this to remove the group.
- ***Edit Group Name***: Select the *pencil icon* to rename a group.



Information Center

View news items, added by Great Southern Bank, in this widget. Select the drop-down arrows to expand or collapse these messages. Different icons may appear in this widget. A blue “i” icon indicates information. A yellow icon indicates a warning. A black bell icon indicates an alert.

Resource

Access links to helpful and commonly used sites in this widget.

Favorite Reports

The reports that have been marked as favorite appear in this widget. Selecting a report in this widget takes you directly to that report, where you can view and customize the results, and create a custom report.
TIP: By default, the widget is blank. Mark reports as favorites in the Reporting Dashboard for them to appear.

Quick Transfer

Create a simple one-to-one transfer without leaving the Dashboard in this widget. Click Advanced Transfer Options for more transfer options.

Payments Pending Approval

View, approve, or reject the transfer, ACH, or wire payments that are pending approval in this widget.

Quick Loan Payment

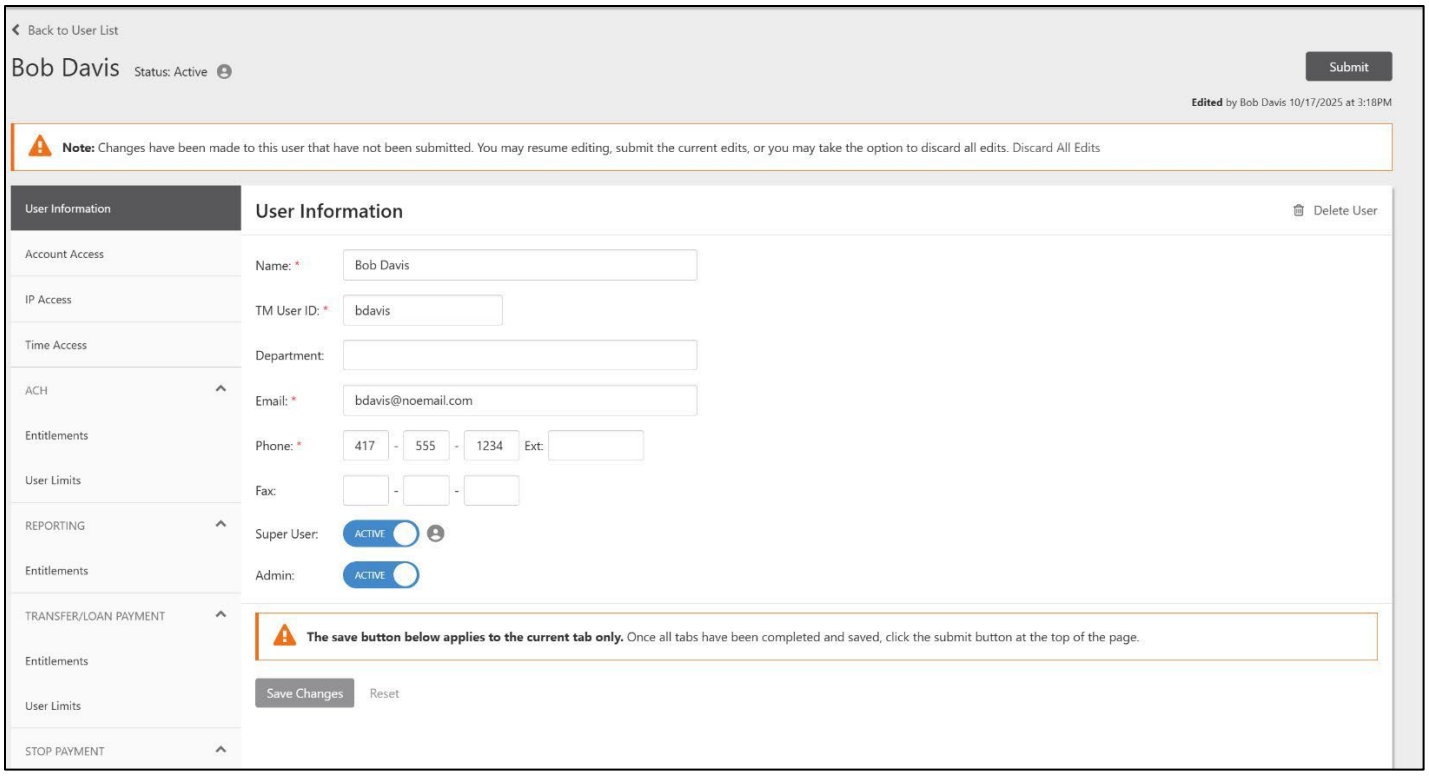
Create a quick payment on a loan without leaving the Dashboard in this widget. Click Advanced Loan Payment Options for more options.

User Menu

The user menu allows you to view and edit your personal and security information. It also allows you to set up alerts.

Profile & Preferences

Use the Profile & Preferences view to set up your personal and security information.



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User Information

Use this section to update your personal information. The Name and TM User ID cannot be edited. Your financial institution or company administrator configures this information. You are able to change your email address and phone, mobile, and fax numbers.

Security Preferences

Use this section to update your Digital ID, password, or two factor authentication. Also, determine if you want to see account nicknames or account numbers.

Security and Password Settings

1. From the [User Name] Menu, select **Profile & Preferences**.
2. Select **Security and Password Settings** and enter your current credentials.
3. Click **Edit** to change your username or password, click **Add passkey** to add a Passkey, click **Manage** to manage your Connected Apps, or **Edit settings** to change 2-step verification settings.
4. Select **Save** if applicable.

Changing Your Account View

1. From the [User Name] Menu, select **Profile & Preferences**.
2. In the *Security Preferences* section, choose to show *Account Nicknames* or *Account Numbers* by default.
3. Select **Save**.

Notification Setup

Use the Notification Setup view to set up your alert preferences for each module available in Treasury Management.
NOTE: Some notifications may be set as required.

Configuring Notification Preferences

The preferences configured here determine how your notifications are sent and appear.

1. From the [User Name] Menu, select **Notification Setup**.
2. Enter or change your *Email address*.
3. Enter your *phone number* to receive text messages for the *Mobile #* field. This field is required if you select the **Text Message (SMS)** checkbox.
4. Categories of notifications are collapsed by default. Click the **plus sign** to expand.
5. Select the toggles for each item enable the notifications. If it is gray, you do not receive a notification.
6. Select the **Email, Desktop Notification**, or **Text Message (SMS)** check boxes for each enabled item to receive a notification.
7. Select **Submit**.

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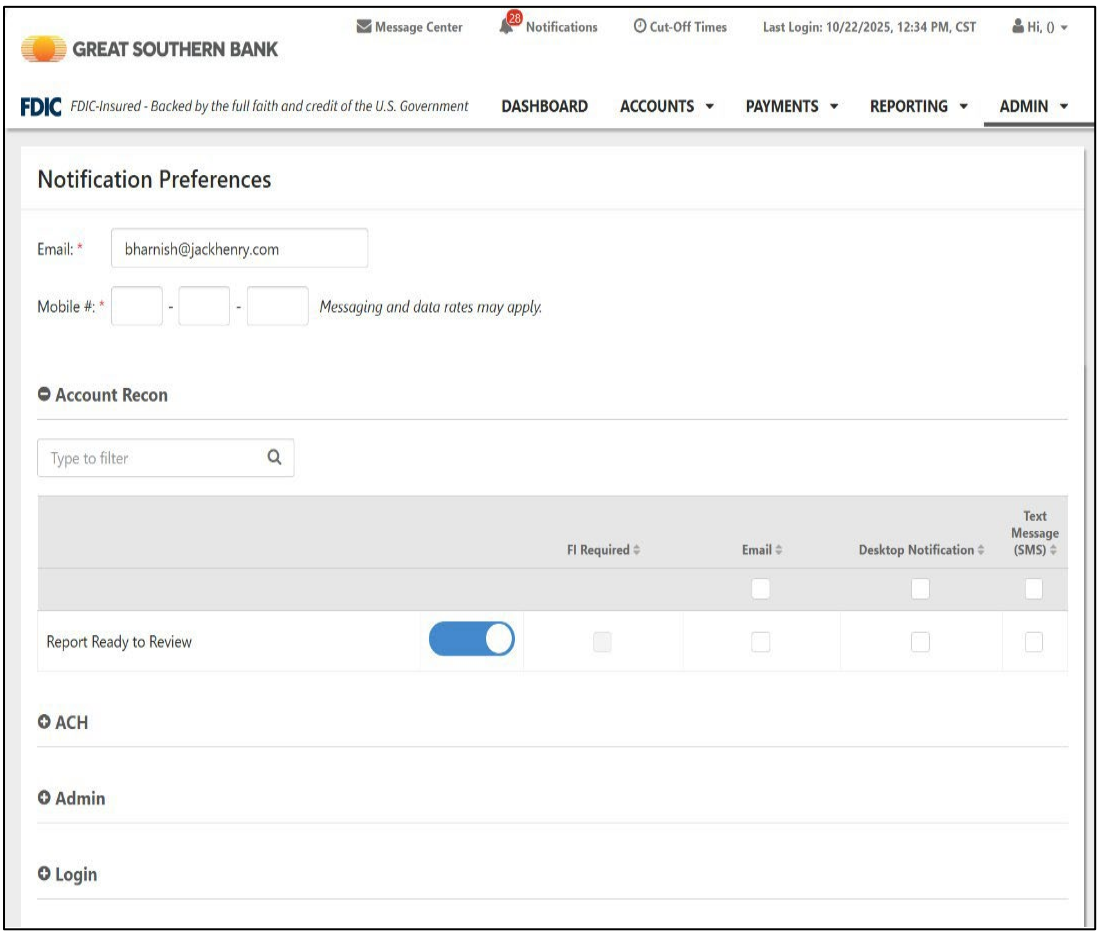


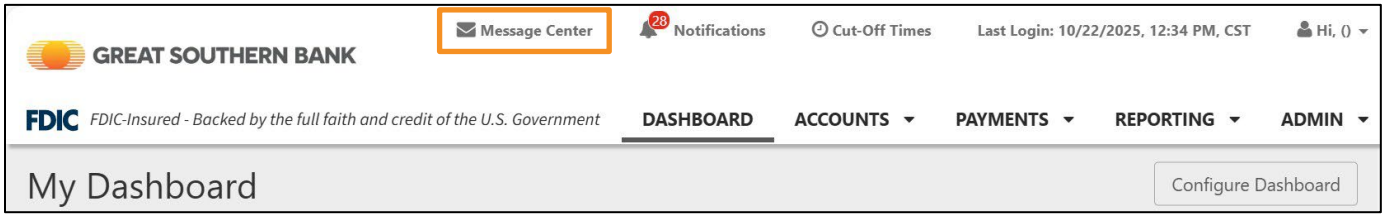
Logging Off Treasury Management

1. From the [User Name] Menu, select **Log Off**.
2. Select **Log Off.**

Message Center

Use the *Message Center* to send and receive secure messages to and from Great Southern Bank.

Click the **Message Center** button to access your inbox. You can also view your Sent or Archived messages. When new messages are received, a notification is sent to your email address on record.



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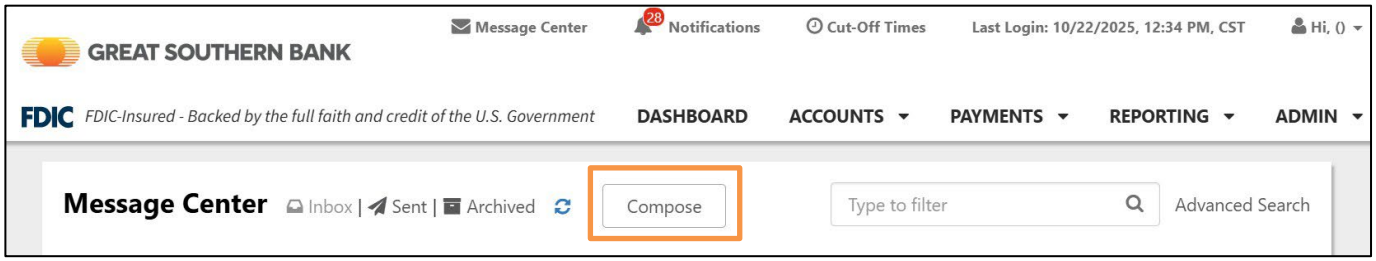
Composing a Message

Follow the steps outlined in this topic to create messages in the Message Center.

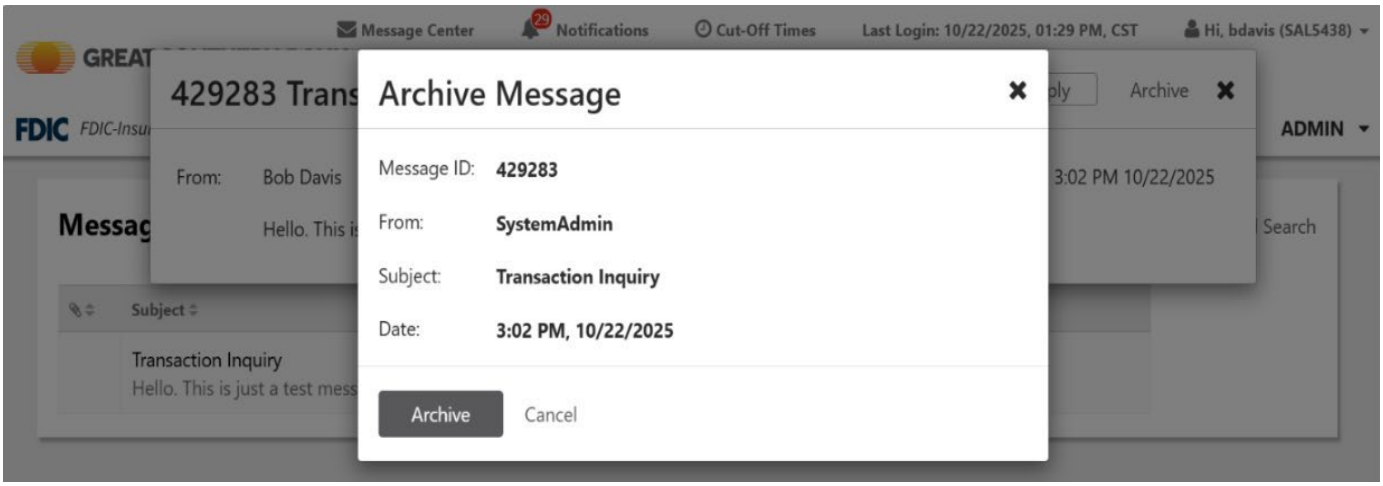
1. Select the **Message Center** button.
2. Select **Compose**.
3. Select a Subject from the drop-down list.
4. For the *Attach File* field, select **Select File**, and then choose the appropriate file if needed.
5. Accepted file type extensions are .csv, .doc, .docx, .gif, .jpeg, .jpg, .pdf, .png, and .txt.
6. Enter the Message to send to Great Southern Bank.
7. Select **Send**.



Archiving a Message

Archived messages disappear from your inbox but can still be viewed in the Message Center.

1. Select the **Message Center** button.
2. Select a message to archive from the Inbox.
3. Select **Archive**.
4. An *Archive Message* dialog box opens.
5. Select **Archive**.



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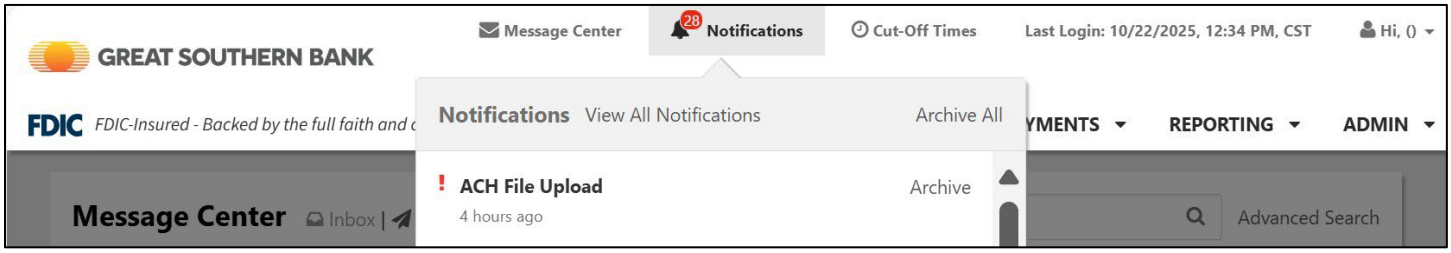
Notifications

Access Notifications from the top menu of Cash Management. Notifications also appear in the bottom right corner of Cash Management while working.



View All Notifications

1. Select the **View All Notifications** option to see an entire list of notifications, even those that have been archived. From this page, you can filter by type (All Notifications, Unread, Read, and High-Priority).
2. Select the check mark beside the notification, and then select **Mark Read, Mark Unread**, or **Delete**.
3. Filter the results by using the search box or by using the fly-out menu.

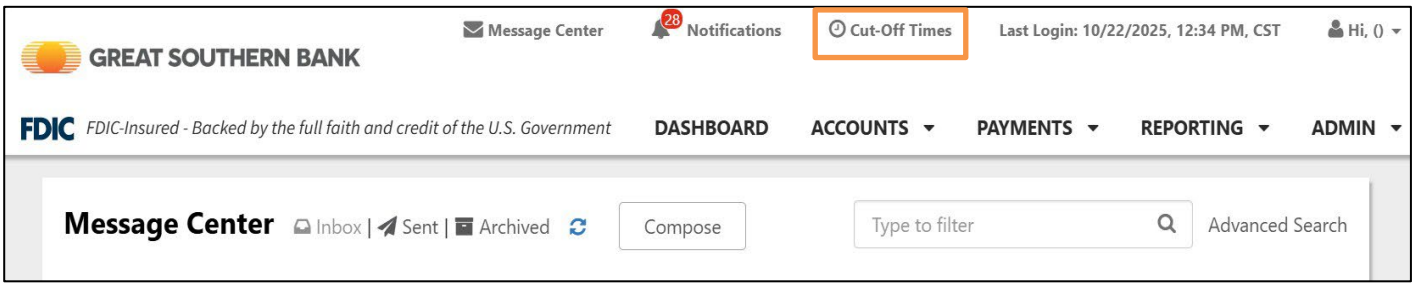
Archive All

1. Select the **Archive All** option to archive, not remove, all notifications.
2. Select **Archive** to confirm.

Cut-off Times

Access Cut-off Times in the top menu of Treasury Management.

Cut-off times indicate when a wire, ACH, or internal transfer must take place by. For example, if the cut-off time for Transfers says 10:00 p.m., then all internal transfers should be submitted by 10:00 p.m. for processing that day. A notification is sent as a reminder.



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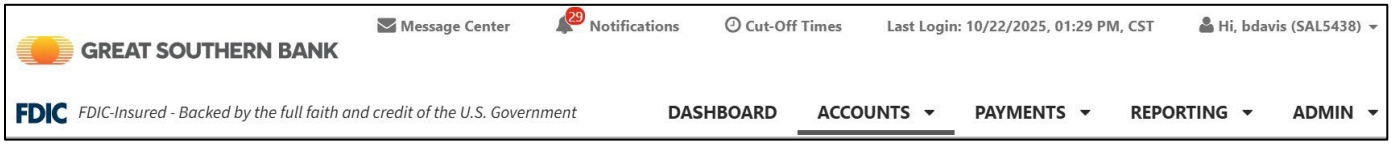
Accounts

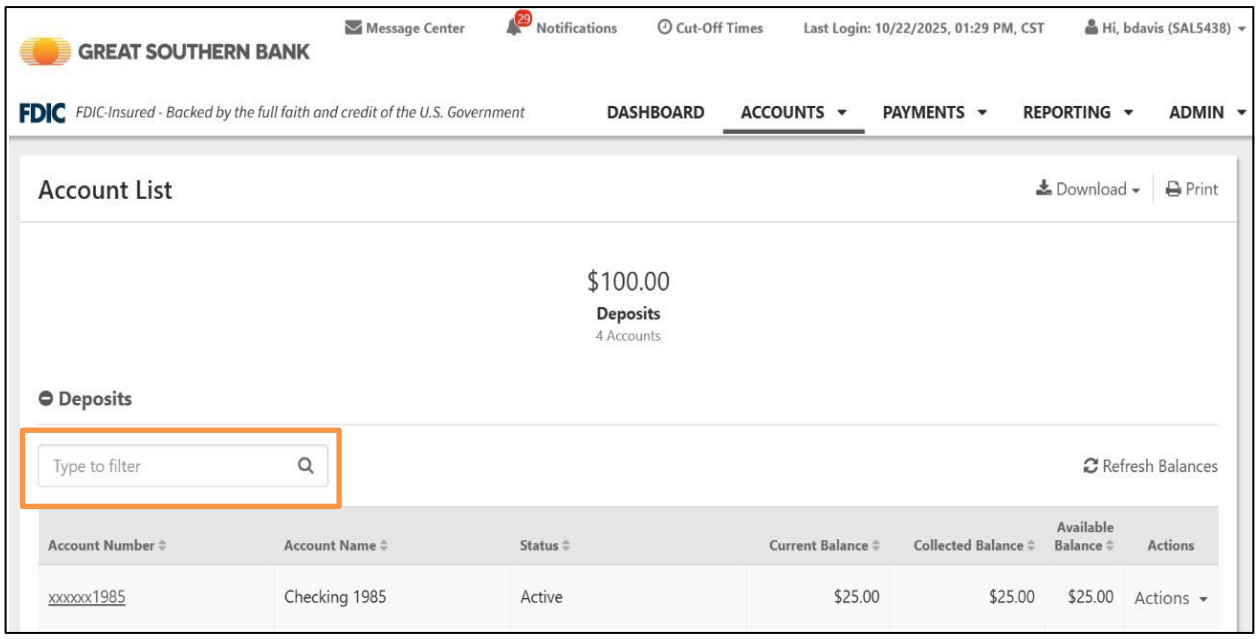
Use the *Accounts m*enu to search for and view a list of accounts categorized by type (deposit, time deposits, and loans) and to search for specific transactions of accounts that you are entitled to view.



Account List

Use the *Account* list view to see specific account details.

To find an account, start typing either the account number, account name, status, current balance, collected balance, or available balance in the filter box at the top of the page.



Refresh Balances

Select *Refresh Balances* at any point to ensure that you are viewing the most up-to-date account balance information.

Account Number Link

Select this link to view more information about a particular account. An *Account Transactions* window appears where you are able to select **Transaction Dates** to view transactions for a set time period. From the *Account Transactions* window, if you select **Advanced Transaction Search**, you are redirected to the *Research Transactions* view.

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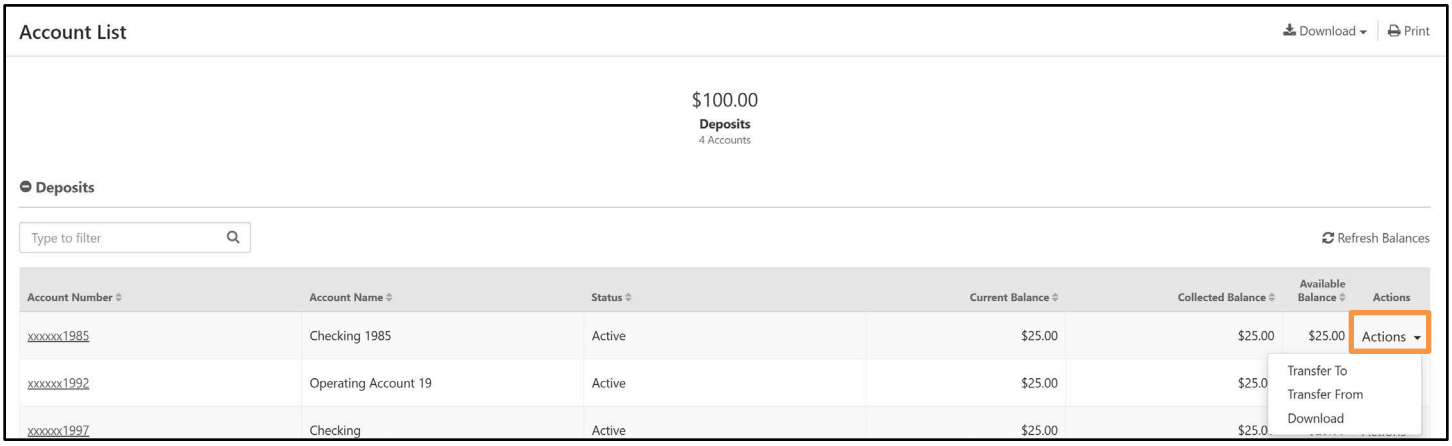
Actions Drop-Down Menu

The following options are available from the *Actions* drop-down menu on the *Account List* page:

- ***Transfer To***: Redirected to the *Create a Transfer* page with account prefilled.
- ***Transfer From***: Redirected to the *Create a Transfer* page with account prefilled.
- ***Download***: Allows you to download account transactions from a specific Date Range and in a specific Download Format.



Downloading Account Transactions

Follow the steps outlined in this topic to download all account transactions that occurred during the specified date range.

1. Go to Accounts > Account List.
2. From the Actions drop-down list, select **Download** beside the appropriate account number.
3. Select a *Date Range*.
4. Select a *Download Format*.
5. Select **Download**.

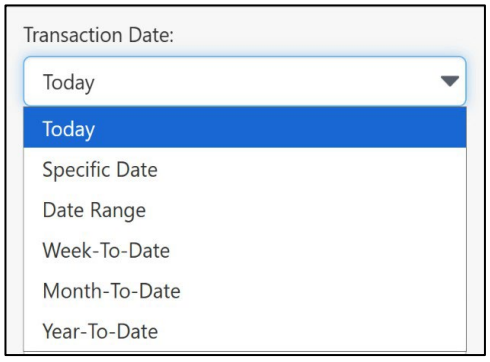
Research Transactions

Use the *Research Transactions* view to search for a specific transaction or type of transaction across all accounts that you are entitled to view.

Follow the steps outlined in this topic to search for transactions that meet the specified criteria.

1. Go to Accounts > Research Transactions.
2. Complete the fields in the *Search Transactions* panel, as necessary.

Transaction Date: Select the desired date or date range.



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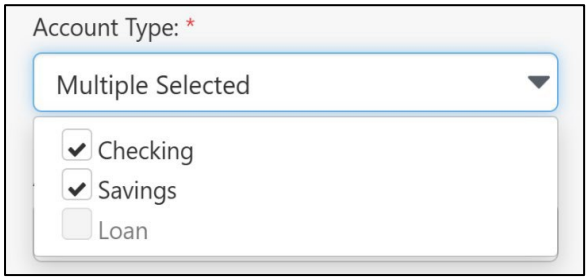
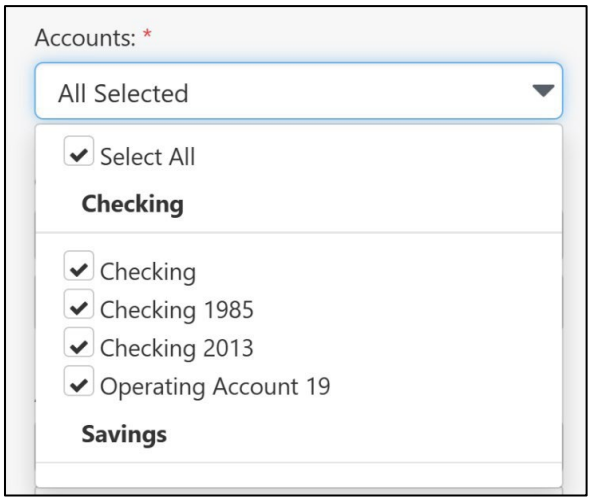
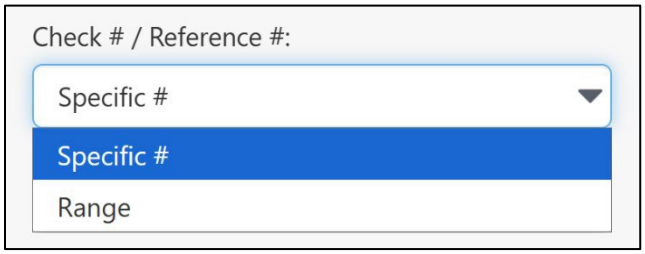
Account Type: The type of account. Accounts can be Checking, Savings, or Loan.



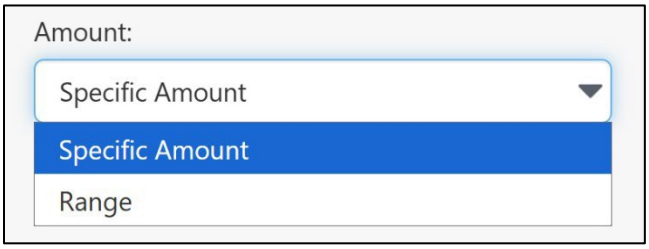
***Accounts*:** Select the appropriate account numbers, or leave all accounts selected by default.



***Check # / Reference #*:** Select Specific # or Range from the drop-down list. Then, enter the check number or reference number used in the transaction.



Amount: Select Specific Amount or Range from the drop-down list. Then, enter the amounts in the text boxes available.



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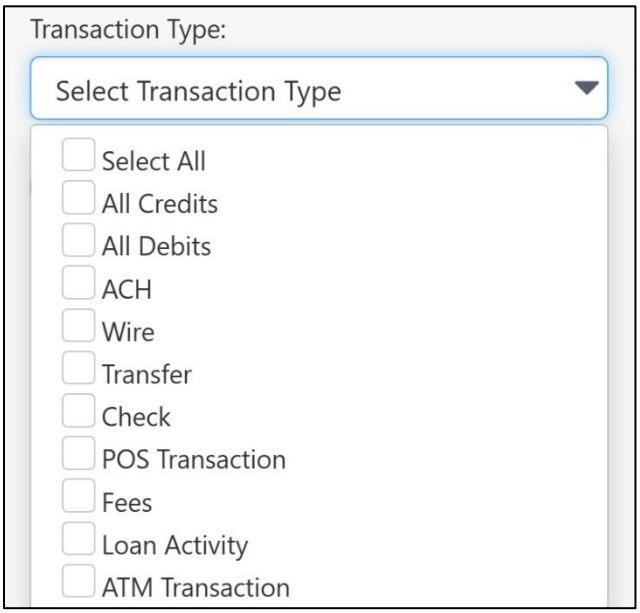
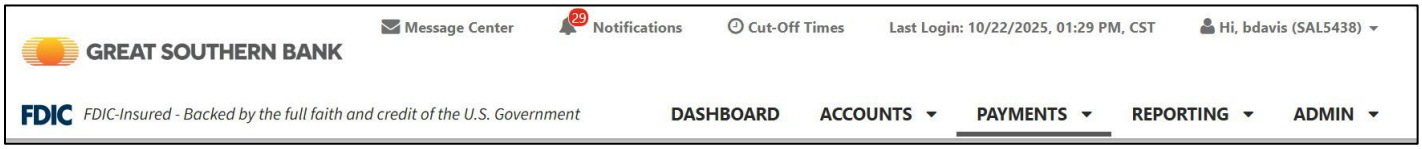
Transaction Type: Select any combination from the drop-down list.



3. Select **Search**. The transactions meeting the criteria entered appear in the Research Transactions panel.
4. Select **Reset** for the fields to return to their default settings.

Payments

Use the *Payments* menu to work with various payments.



Transfers

Create various internal transfers, view the transfer list, search transfers, and approve or reject transfers. Three icons appear throughout the *Transfer* view. Hover over or select these icons to view an informational message.

- When this icon appears beside a transfer, it means that there is an information message available for this transfer.
- When this icon appears beside a transfer, it means that the transfer has been changed.
- When this icon appears beside a transfer, it means that the transfer has an error.

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Create a Transfer

Use the *Create Transfer* view to create a one-to-one transfer, one-to-many transfer, or many-to-one transfer.

One-Time or Future Dated Transfers: Use this option to submit a one-time or future-dated transfer from one account to one or more accounts.

1. Go to Payments > Transfer > Create Transfer.
2. On the *Create Transfer* tab, select the kind of transfer to create:
   - One-to-One Transfers - move money from one account to another.
   - One-to-Many Transfers - move money from one account to many accounts.
   - Many-to-One Transfers -move money from many accounts to one account.
3. Complete the fields:

   Transfer From: Type the account number or select the icon to choose an eligible account from your account list. The available balance appears under the account.

   Transfer To: Type the account number or select the icon to choose an eligible account from your account list. The available balance appears under the account.

   Amount: Enter the amount of the transfer.

   Frequency: Select one of the following options:
   - One Time
   - Weekly
   - Every Two Weeks
   - Twice a Month
   - Monthly
   - Quarterly
   - Every Six Months
   - Yearly

   Depending on your selection in the *Frequency* field, you may be prompted to enter data in the following field options:
   - Effective Date
   - Repeat On Day or Repeat On Days
   - Repeat On
   - Start On
   - End On (*No End Date* is an option for this field when it appears)
   - Transfer Date. Select the date of the funds transfer using the calendar icon.

   Memo: Enter information related to the funds transfer.
4. Select **Review**.
5. Review the transfer information entered to ensure that it is accurate and click **Confirm**.

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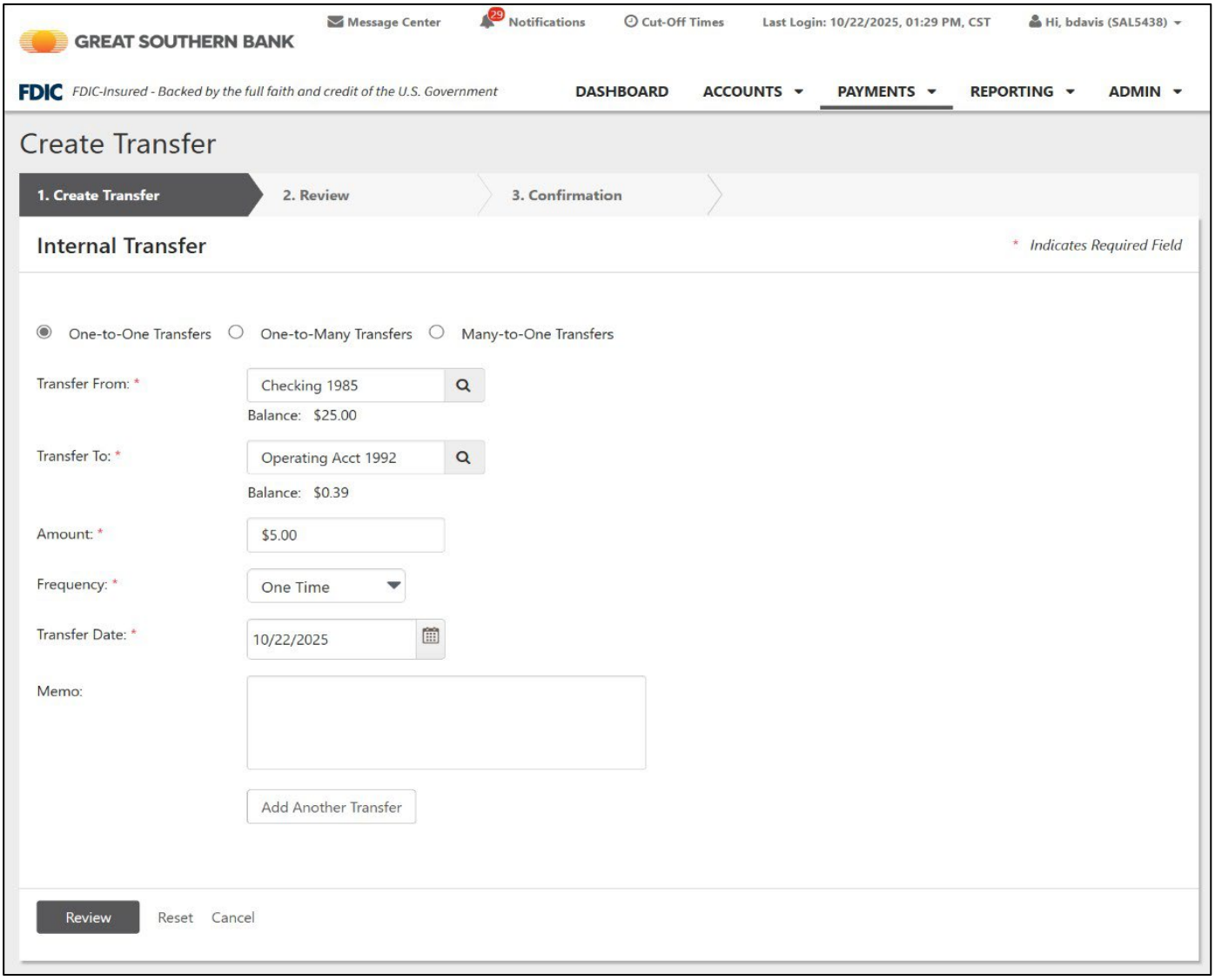

Create a Transfer from a Template

To create a template, please see the Transfer Template section of this guide.

1. Go to Payments > Transfer > Create Transfer from Template.
2. Select which template to use.
3. Select **Initiate Payments**.
   NOTE: You can only initiate templates with a Ready status.

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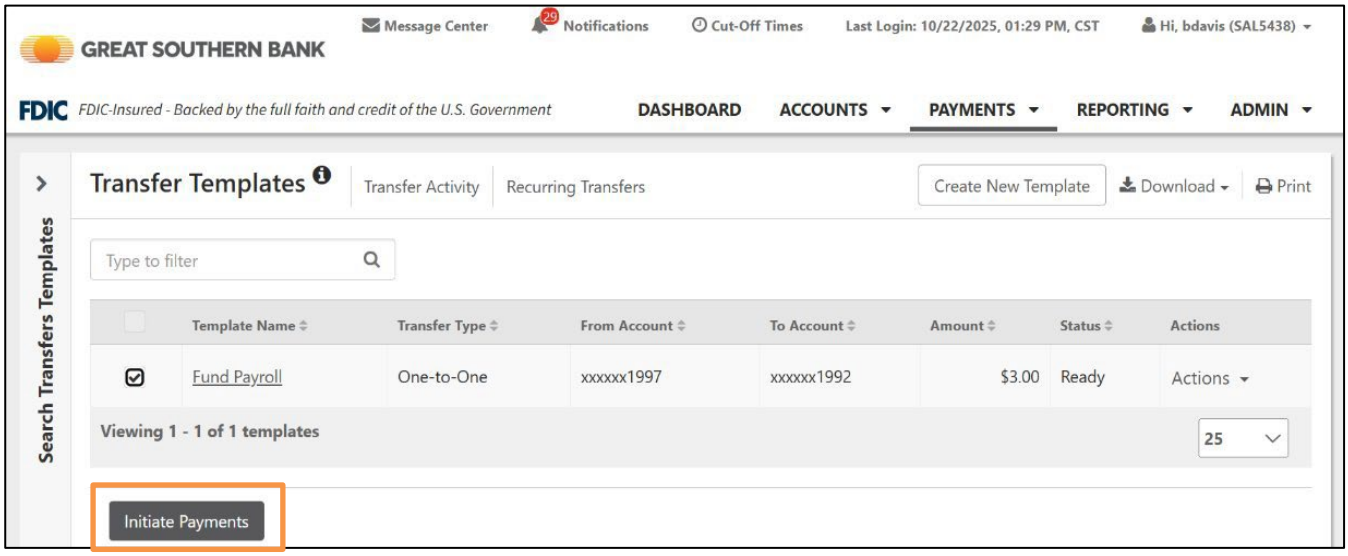
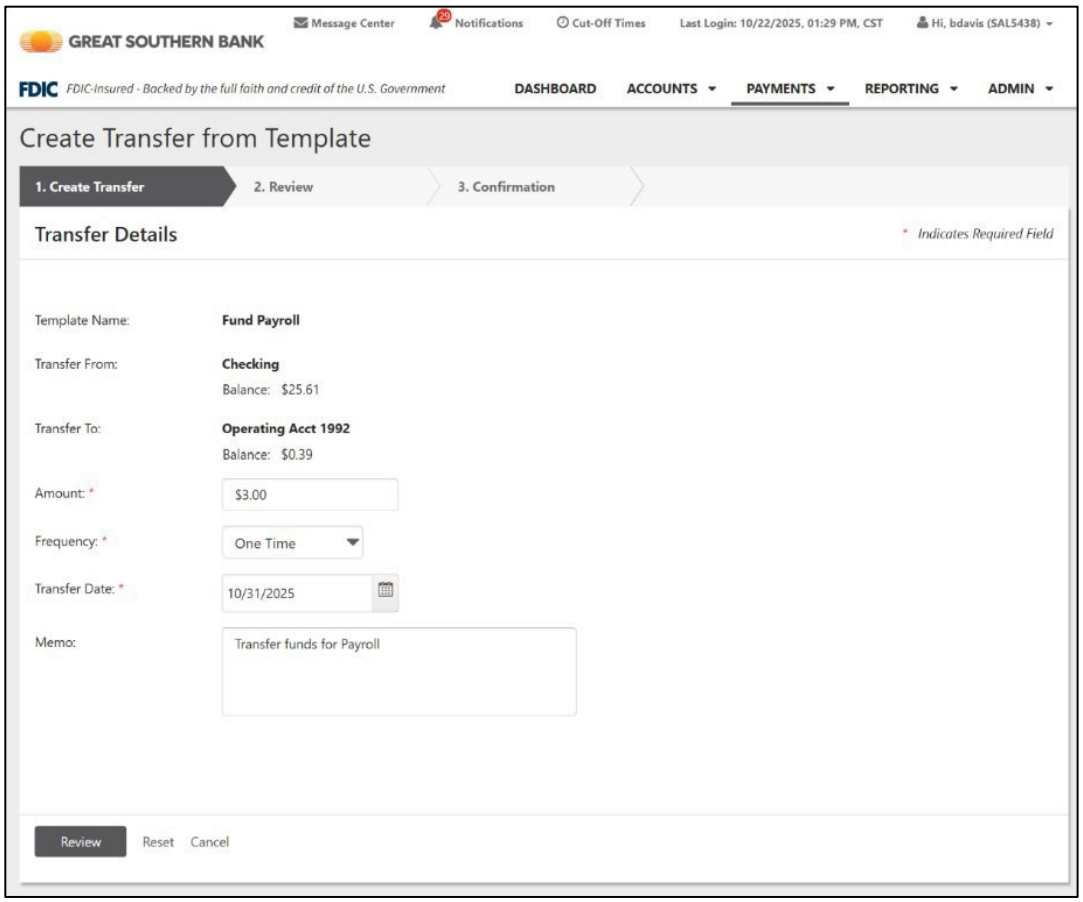


4. Review the transfer information to ensure it is accurate and make any necessary changes to the Amount, Frequency, or Date fields.
5. Select **Review**.
6. Select **Confirm** to submit.



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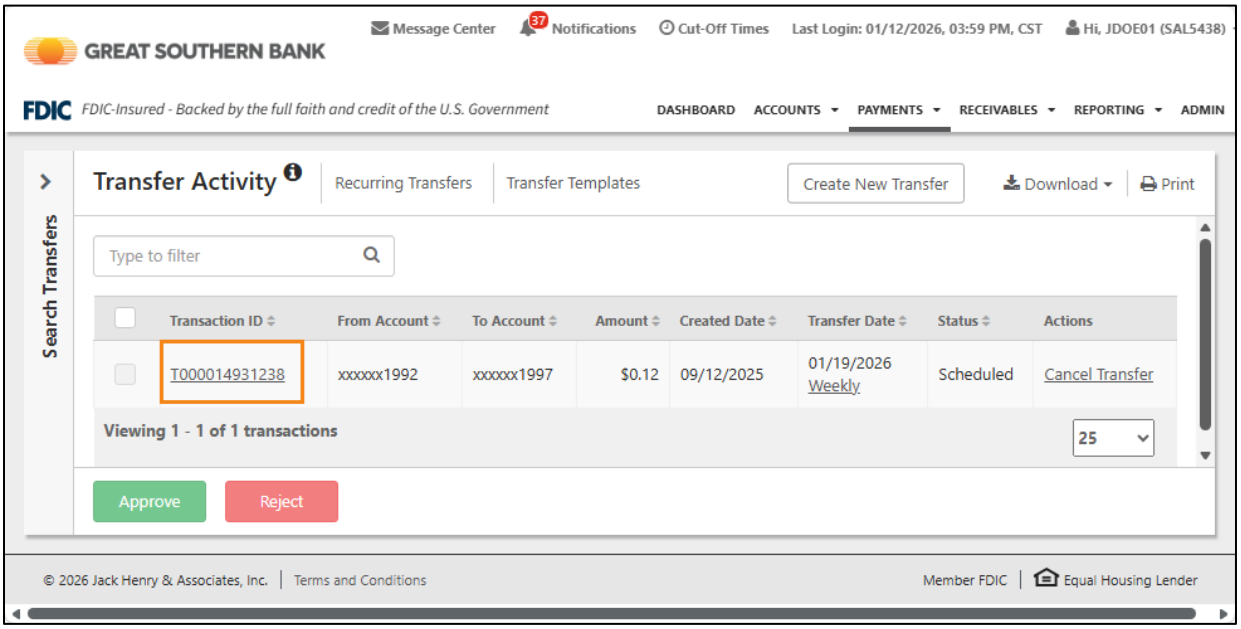
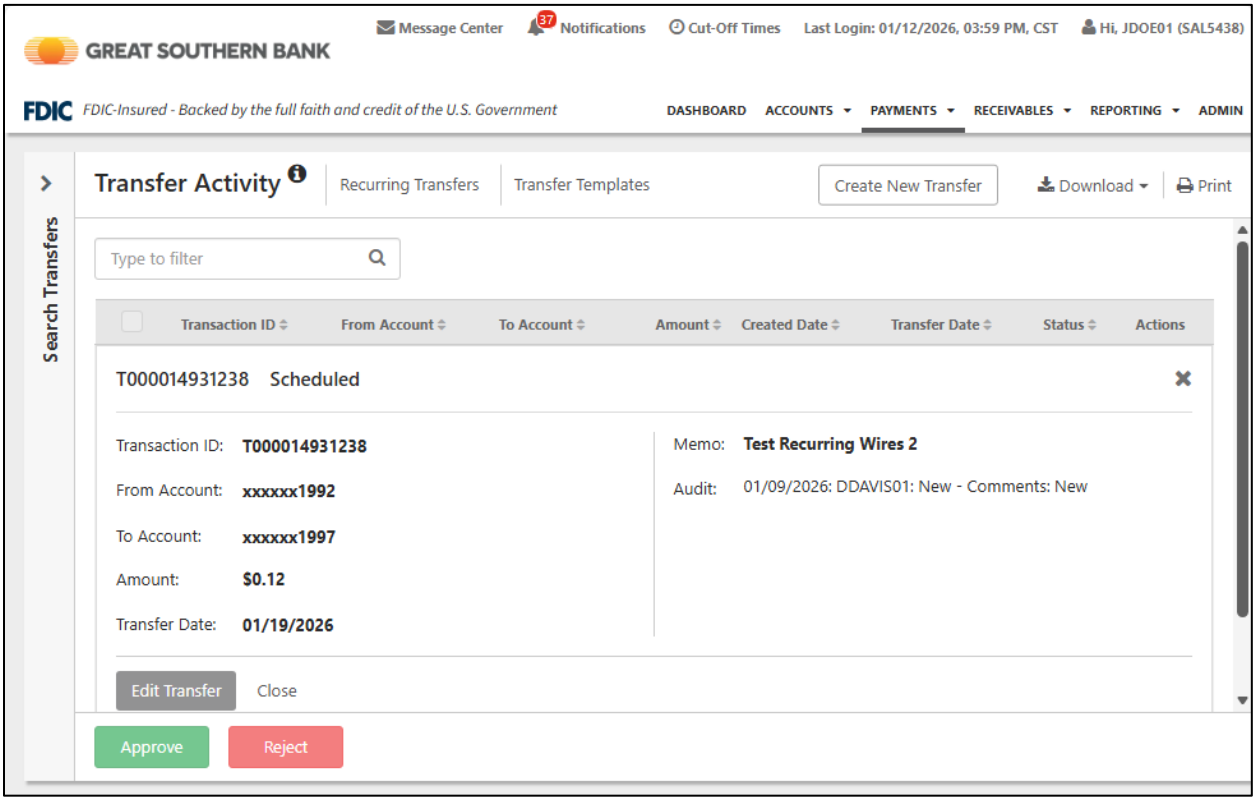
Transfer Activity

Use the Transfer Activity view to look at a list of transfers with various statuses and also view transaction history. You can search for a specific transfer, edit, approve, reject, and cancel transfers from this view.

1. Go to Payments > Transfer > Transfer Activity.
2. Select **Search Transfers** to find specific transfers if necessary.
3. Select the *Transaction ID* of the transfer to view details.
4. Click **Close** to minimize the details.





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Approving or Rejecting a Transfer

Follow the steps outlined in this topic to approve or reject transfers.

1. Go to Payments > Transfer > Transfer Activity.
2. Select the check box beside the Transaction ID to approve or reject.
3. Select either **Approve** or **Reject**.
4. Enter Comments for the approval or rejection, if necessary.
5. Select either **Approve Transfer** or **Reject Transfer**.

Canceling a Transfer

Follow the steps outlined in this topic to cancel selected transfers.

1. Go to Payments > Transfer > Transfer Activity.
2. Select **Cancel Transfer** beside the transaction to cancel.
3. Enter a comment in the field, and then select **Cancel Transfer**.

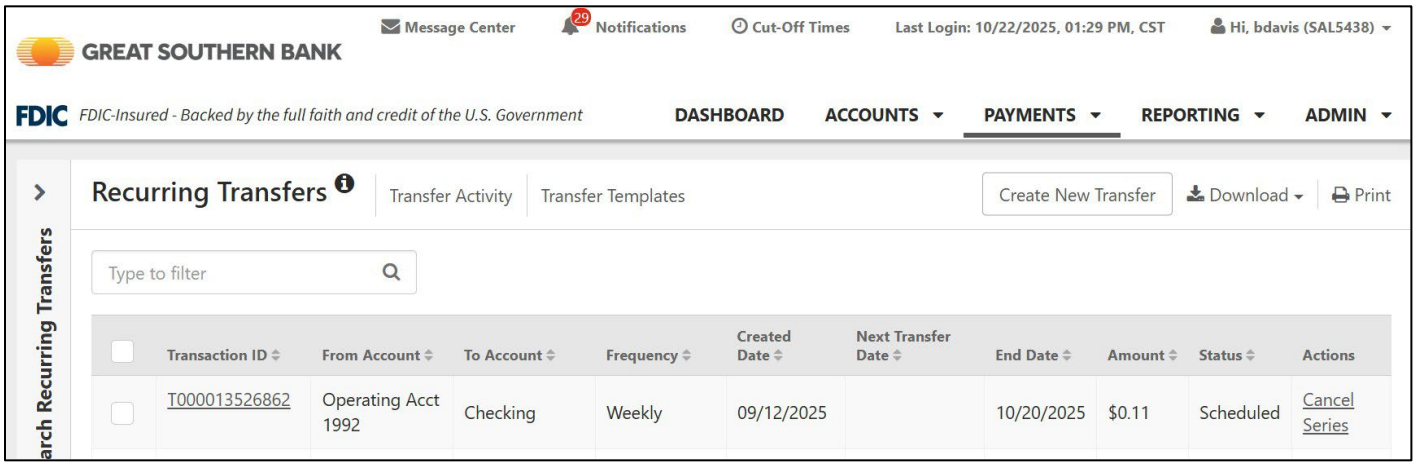
Editing a Transfer

Follow the steps outlines in this topic to edit a scheduled transfer.

1. Go to Payments > Transfer > Transfer Activity
2. Select the *Transaction ID*.
3. Click **Edit Transfer** and modify the details.
4. Click **Confirm** and add comments if necessary.
5. Click **Resubmit Transfer**.

Recurring Transfers

Use the *Recurring Transfers* view to locate, approve, reject, and cancel a recurring transfer series. Use the Search on the side panel to lookup a specific recurring transfer if necessary.



Approving or Rejecting a Recurring Transfer

Follow the steps outlined in this topic to approve or reject recurring transfers.

1. Go to Payments > Transfer > Recurring Transfers.

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2. In the Recurring Transfer List panel, select the check box beside the *Transaction ID* to approve or reject.
3. Select either **Approve** or **Reject**.
4. Enter Comments appropriate for the approval or rejection.
5. Select either **Approve Transfers** or **Reject Transfers**.

Canceling a Recurring Transfer Series

Follow the steps outlined in this topic to cancel a series of recurring transfers.

1. Go to Payments > Transfer > Recurring Transfers.
2. Select **Cancel Series** beside the recurring transfer to cancel.
3. Enter Comments appropriate for the cancellation.
4. Select **Cancel Recurring Series**.

Editing a Recurring Transfer

Follow the steps outlines in this topic to edit a scheduled transfer.

1. Go to Payments > Transfer > Recurring Transfers
2. Select the *Transaction ID*.
3. Click **Edit** and modify the details.
4. Click **Review**.
5. Click **Confirm**.

Transfer Templates

Creating a Transfer Template

Follow the steps outlined in this topic to create one-to-one, one-to-many, and many-to- one transfer templates.

1. Go to Payments > Transfer > Transfer Templates.
2. Select **Create New Template**.
3. Select the type of transfer:
    - One-to-One Transfers
    - One-to-Many Transfers
    - Many-to-One Transfers

4. Complete the following fields on the *Transfer Template Details* tab.
5. Select **Review**.
6. Review the information entered to ensure that it is accurate.
7. Select **Confirm**.

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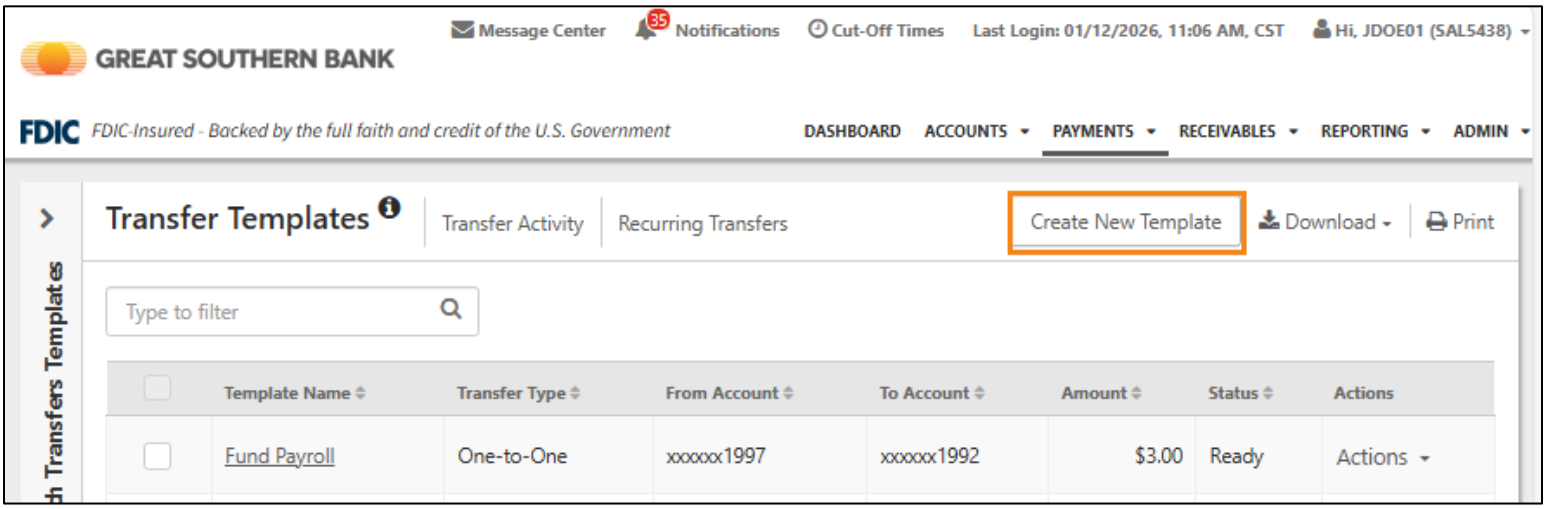

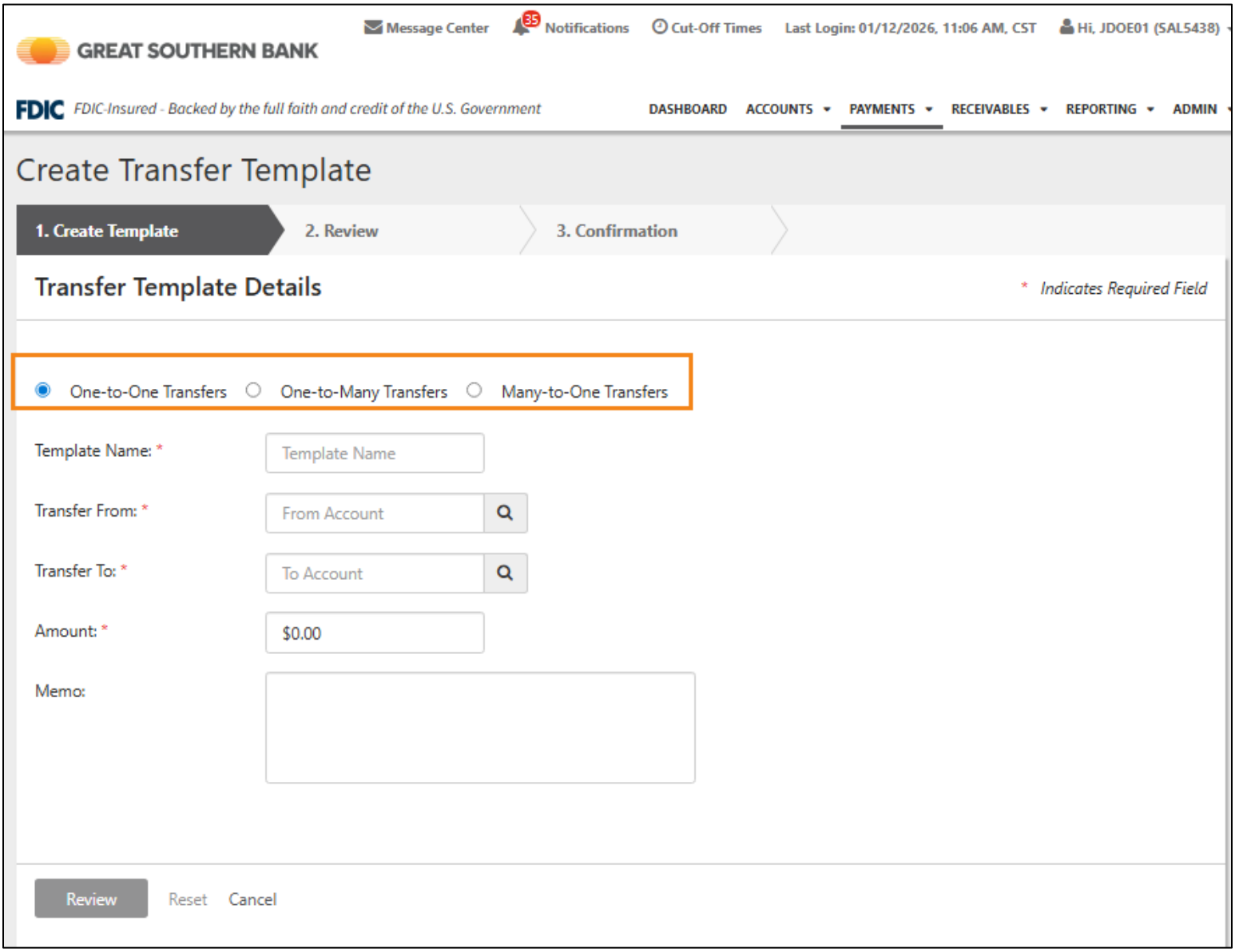

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Editing a Transfer Template

1. Go to Payments > Transfer > Transfer Templates.
2. Select **Actions** next to the template to change and click Edit.
3. Edit the fields as necessary.
4. Select **Review**.
5. Enter a comment in the field, and then select **Confirm**.

Initiating a Transfer Template

1. Go to Payments > Transfer > Transfer Templates.
2. Select **Actions** next to the template to change and click Initiate.
3. Edit the fields as necessary.
4. Select **Review**.
5. Select **Confirm**.

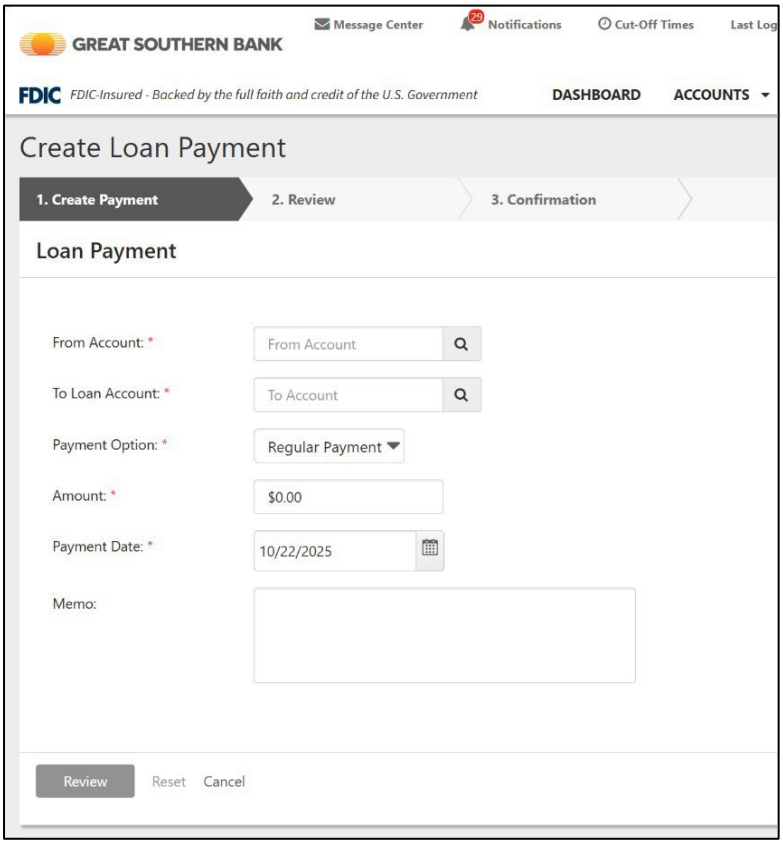
Deleting a Transfer Template

1. Go to Payments > Transfer > Transfer Templates.
2. Select **Actions** next to the template to change and click **Delete**.
3. Select **Delete**.

Create Loan Payment

Use the Create Loan Payment view to make a loan payment.

1. Go to Payments > Transfer > Create Loan Payment.
2. Enter the *From Account* information.
3. Enter the *To Loan Account* information.
4. Select the *Payment Option*.
5. You can choose to make a Regular Payment or pay to Principal Only.
6. Enter the *Amount.*
7. Enter the *Payment Date*.
8. Enter a Memo, if desired.
9. Select **Review**.
10. Select **Confirm**.



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Loan Payment Activity

Use the *Loan Payment Activity* view to look at a list of loan payments with various statuses and also view payment history. You can search for a specific payment, or approve, reject, and cancel payments from this view.

NOTE: You can only select *Edit Payment* when the payment status is *Approval Rejected*, *Scheduled*, or *Failed*.

Editing a Loan Payment

The Transfer Activity list allows you to view and work with transfers that are in the following statuses: *Approval Rejected*, *Scheduled*, or *Failed*.

1. Go to Payments > Transfer > Transfer Activity.
2. Select the **Transaction ID** of the transfer to change.
3. Select **Edit Transfer**.
4. Edit the fields as necessary.
5. Select **Confirm**.

Wires

Create recurring, future-dated, and one-time domestic wires. You can also create domestic creditors, view wire activity, search wires, download or print a PDF or .csv file for a payment in detail or summary view, and approve or reject wires.

Creating a USD Domestic Wire

Use the Create USD Wire view to create domestic or multiple USD wires.

1. Go to Payments > Wire > Create USD Wire.
2. Complete the fields. **TIP**: Select Reset for the fields to return to their default settings.

Wire Company: Select the wire company that is used to originate the wire.

Debit Account: Start typing the account number in this field, and the matching entry auto-completes or Select the search icon to select which account to debit.

Creditor: *Type the creditor's name or select the search icon from your list of creditors.*
NOTE: If your creditor is not available, you can select Enter Creditor. The Creditor Information section opens for you to add the creditor before continuing with your wire creation. The entered creditor is a one time creditor and will not appear in the Wire Creditor view for future use.

Wire Amount: The amount of the wire transaction.

Frequency: Select the frequency.

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- One Time
- Weekly
- Every Two Weeks
- Twice a Month
- Monthly
- Quarterly
- Every Six Months
- Yearly

Depending on your selection, you may be prompted to enter wire data in the following field options:

- Effective Date
- Repeat On Days
- Repeat On
- Start On
- End On (No End Date is an option for this field when it appears)
- Effective Date: The effective date that the wire transaction occurs.

Purpose: Enter a short description of the wire.

***Additional Information*:** Enter a specific memo that the creditor can view when they receive the wire. Select + Add to add another additional information line or select the Delete icon to remove an additional information line.

3. Select **Review**. Proceed to the *Review* tab.
4. Select **Confirm**. Proceed to the *Confirmation* tab, confirming that you have created a wire.

NOTE: From this screen, you can select *Create Another Wire*, *Save as Template*, or *View Wire Activity*.

TIP: To save the creditor and bank details to reuse later, select **Save as Template**. Enter a unique *Template Name* and select *Create Template*. Templates may be subject to approval.

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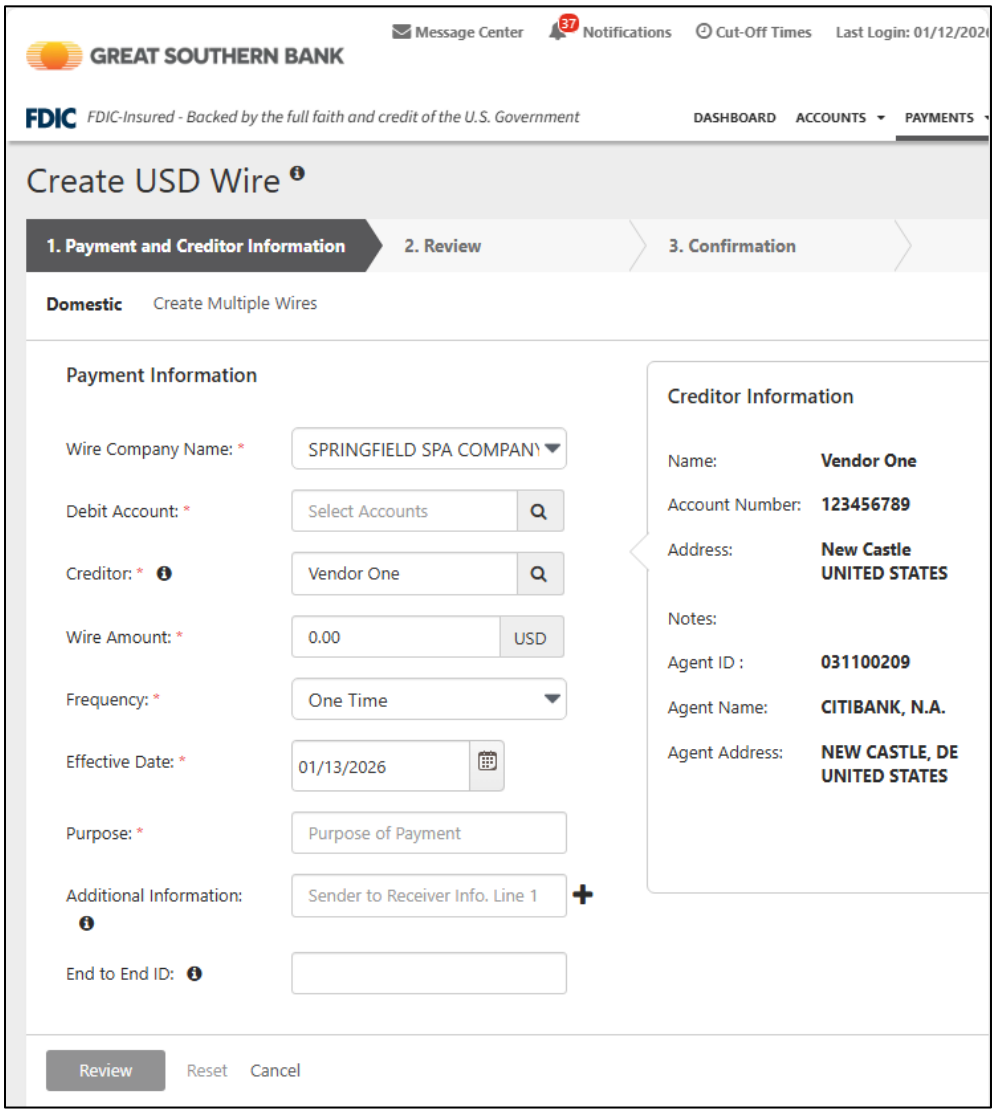
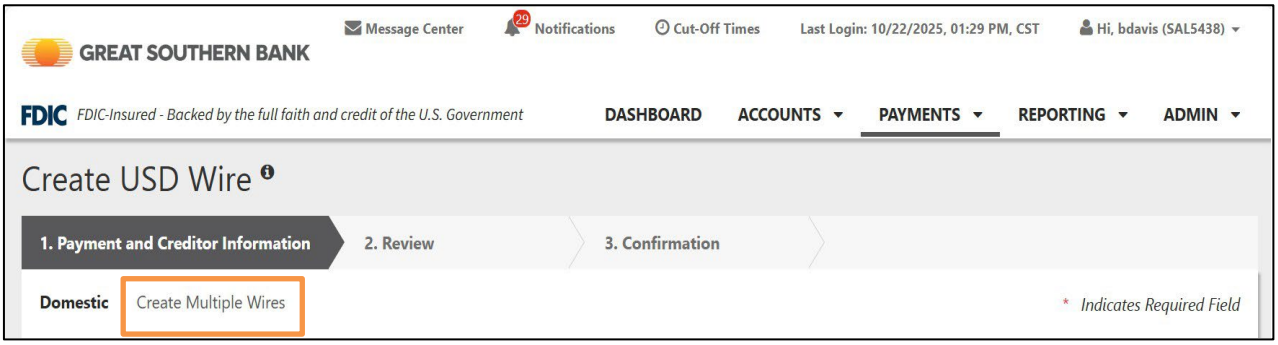


Creating Multiple USD Wires

Follow the steps outlined in this topic to create multiple wires for selected creditors.

1. Go to Payments > Wire > Create USD Wire.
2. On the *Payment and Creditor* Information tab, select **Create Multiple Wires**. You are transferred to the *Wire Creditors* page.



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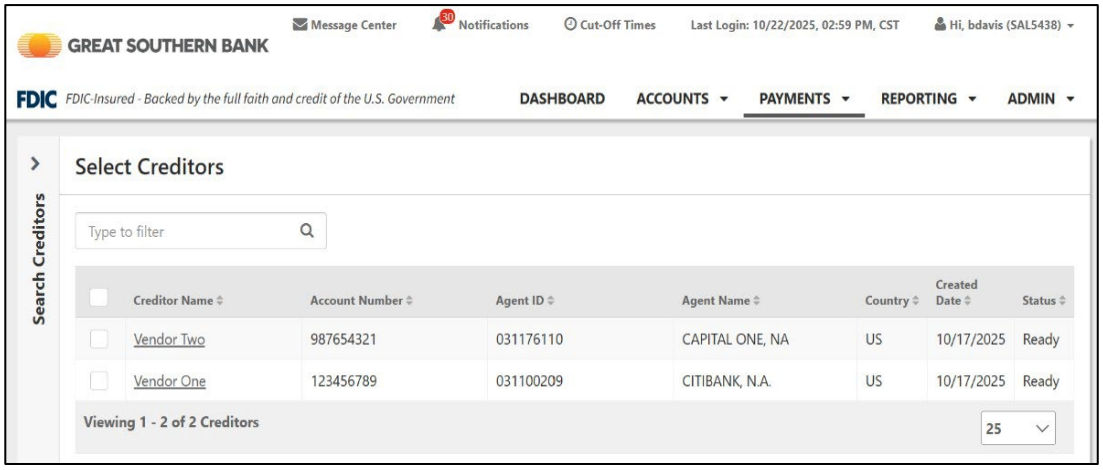
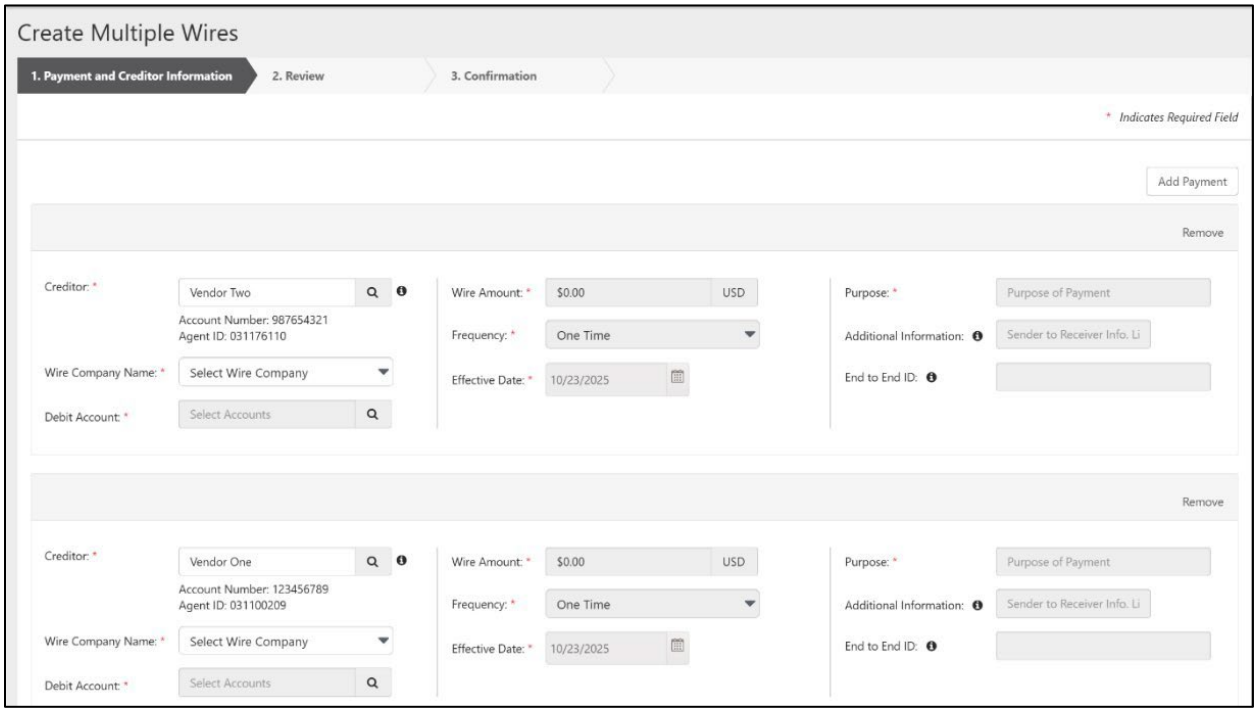
3. Select one or more check boxes beside the appropriate Creditor Name.



4. Select Initiate **Payments**. The *Create Multiple Wires* page appears.
5. Complete the required fields for each *Creditor Name* selected.



Creditor: Confirm the creditor's name or select the search icon from your list of creditors.

Wire Company Name: Select the wire company that is used to originate the wire.

Debit Account: Start typing the account number in this field, and the matching entry auto-completes. Select Search icon to select which account to debit.

***Wire Amount*:** The amount of the wire transaction.

Frequency: Select one of the following options:

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- One Time
- Weekly
- Every Two Weeks
- Twice a Month
- Monthly
- Quarterly
- Every Six Months
- Yearly

Effective Date: The effective date that the wire transaction occurs.

Purpose: Enter a short description of the wire.

Additional Information: Enter a specific memo that the creditor can view when they receive the wire. Select **+ Add** to add another additional information line or select the **Delete** icon to remove an additional information line.

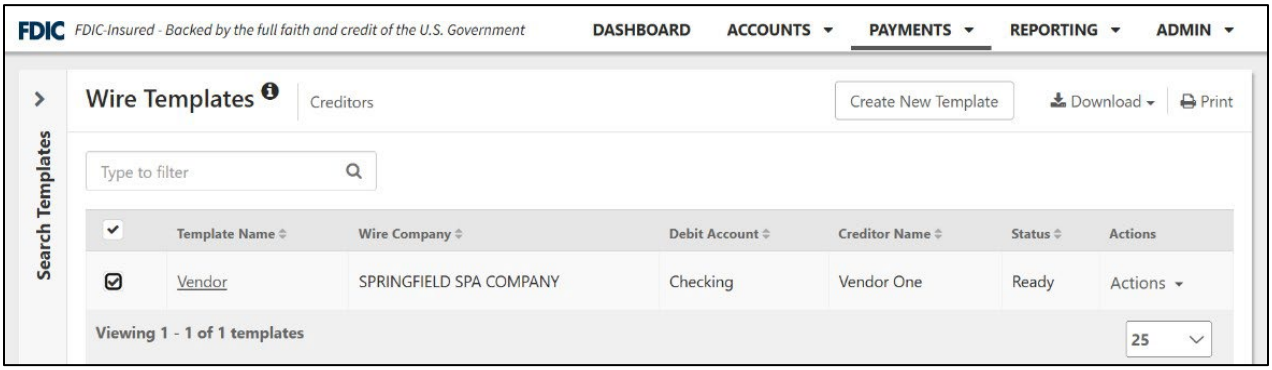
End to End ID: Create a unique identifier that follows the transaction from beginning to end if desired.

6. Select **Review**.
7. Select **Confirm**.

Creating USD Wires from Templates

Use the *Create USD Wire from Template* view to work with wire templates.

1. Go to Payments > Wire > Create USD Wire from Template.
2. Select the check box next to the wire templates to initiate.
3. Select **Initiate Payments**.



4. Complete the required fields for each template selected.

Wire Amount: The amount of the wire transaction.

Frequency: Select one of the following options:

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- One Time
- Weekly
- Every Two Weeks
- Twice a Month
- Monthly
- Quarterly
- Every Six Months
- Yearly

Effective Date: The effective date that the wire transaction occurs.

Purpose: Enter a short description of the wire.

***Additional Information*:** Enter a specific memo that the creditor can view when they receive the wire.

End to End ID: Create a unique identifier that follows the transaction from beginning to end if desired.

5. Select **Review**.
6. Select **Confirm**.

Wire Payment Activity

Use the Wire Payment Activity view to work with wires.

Three icons appear throughout the Wire Activity view. Hover over or select these icons to view an informational message.

- When this icon appears beside a transfer, it means that there is an information message available for this transfer.
- When this icon appears beside a transfer, it means that the transfer has been changed.
- When this icon appears beside a transfer, it means that the transfer has an error.

Select the **Transaction ID** to cause the *Wire Detail* window to appear which displays both wire payment and creditor information.

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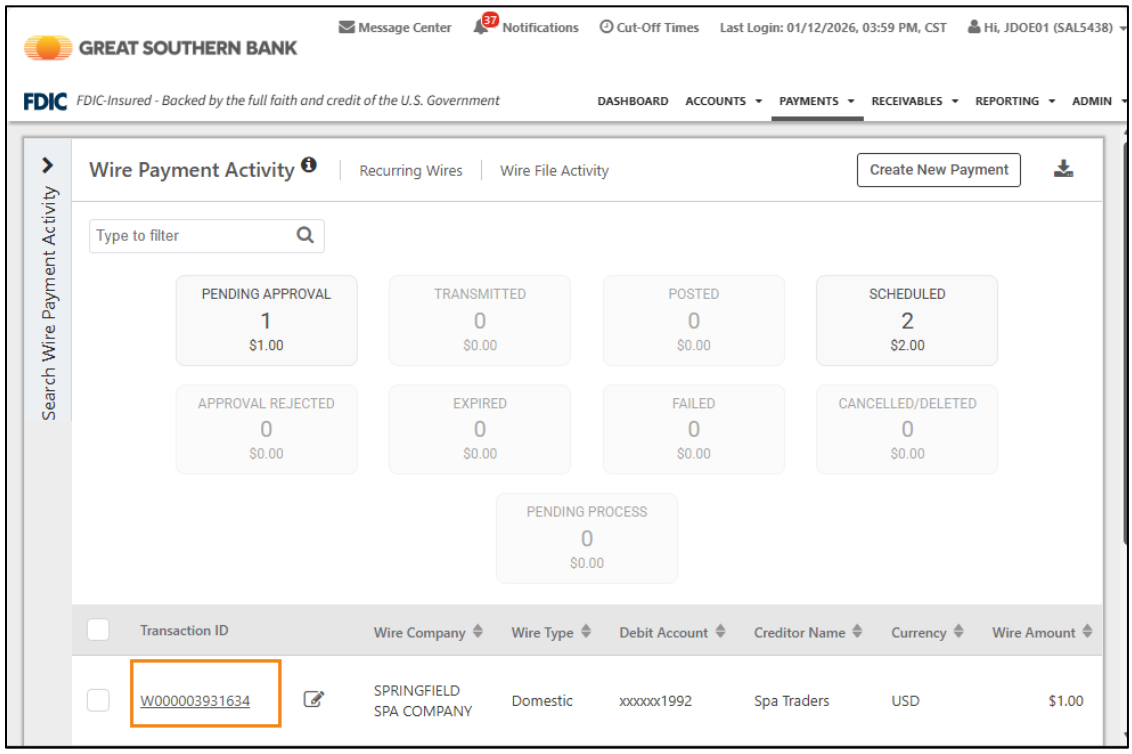
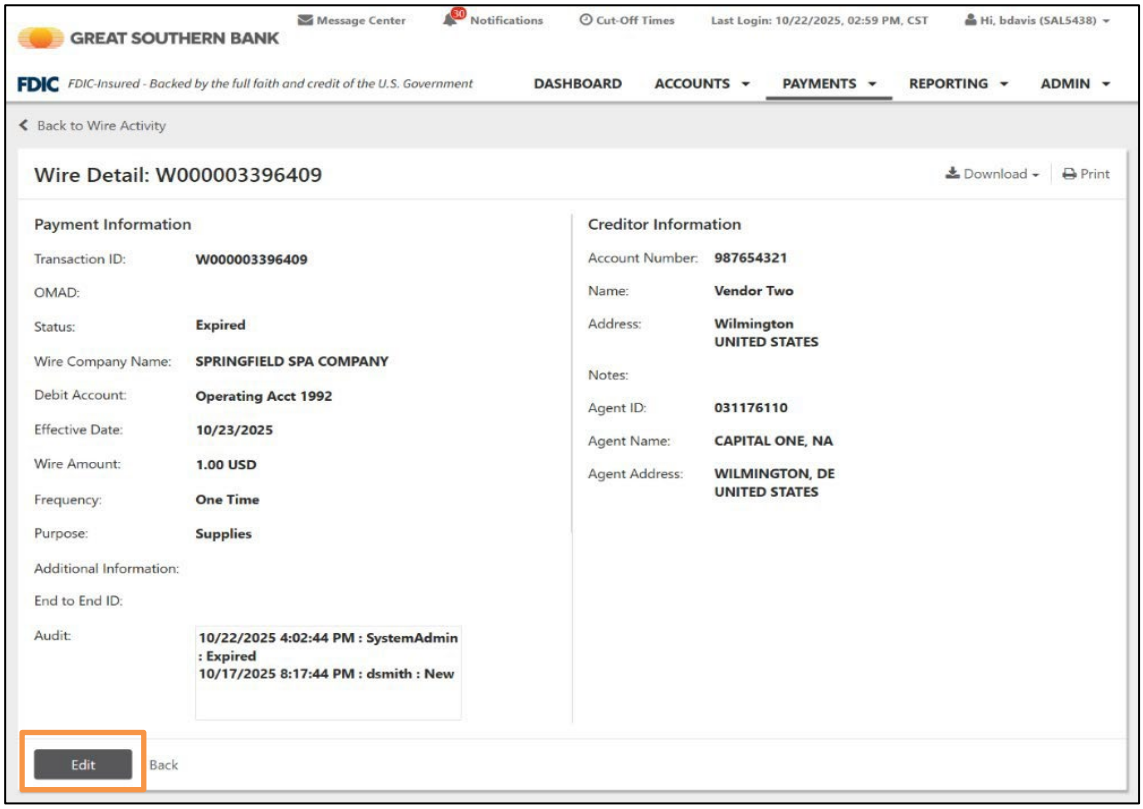


Editing a Wire

1. Go to Payments > Wire > Wire Payment Activity.
2. Select **Search Wire Payment Activity** and complete filter criteria to find a specific wire if necessary.
3. Select the **Transaction ID**.



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4. Select **Edit**. You can only edit if the wire transaction has a status of:
   - Approval Rejected
   - Cancelled
   - Expired
   - Failed
   - Scheduled
5. Edit the fields as necessary.
6. Select **Review**.
7. Select **Confirm**.

Approving or Rejecting a Wire

Follow the steps outlined in this topic to approve or reject selected wires.

1. Go to Payments > Wire > Wire Payment Activity.
2. Select the check box beside the Transaction ID.
3. Select **Approve** or **Reject**.
   The *Approve this Wire* or *Reject this Wire* dialog box appears.
4. Enter a comment in the field, and then select **Approve** or **Reject**. A confirmation message appears.

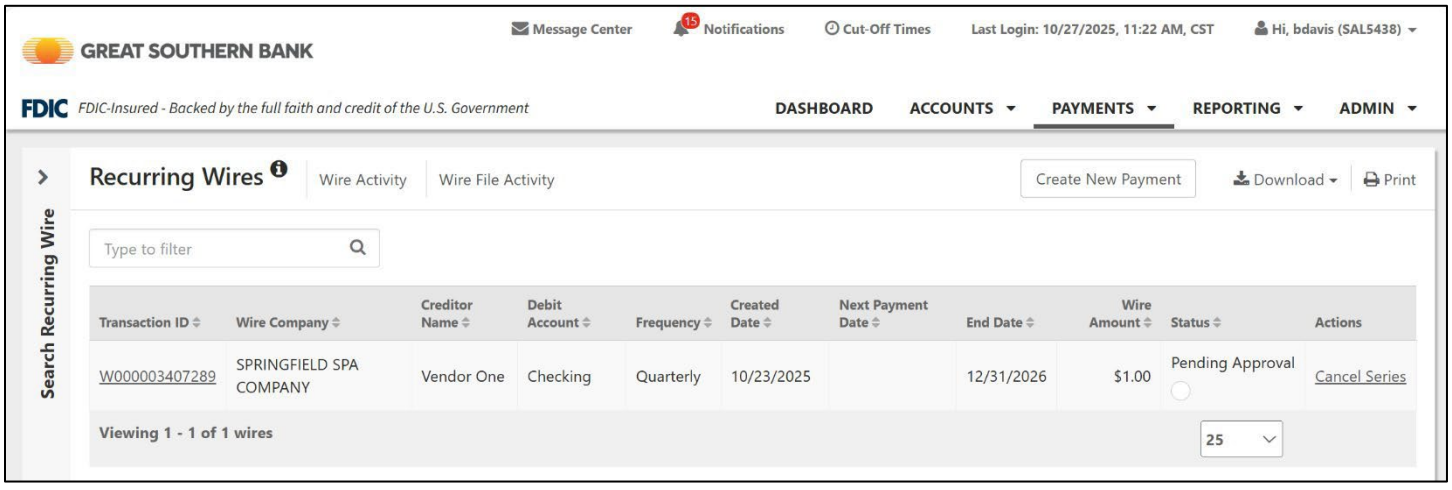
Canceling a Wire Transfer

Follow the steps outlined in this topic to cancel selected wire transfers.

1. Go to Payments > Wire > Wire Payment Activity.
2. Select **Cancel Wire**.
3. Enter Comments about the cancellation, and then select **Cancel Wire**.

Recurring Wires

Only wires that were created with a recurring Frequency appear on this list.



Editing a Recurring Wire

Follow the steps outlined in this topic to edit selected recurring wires.

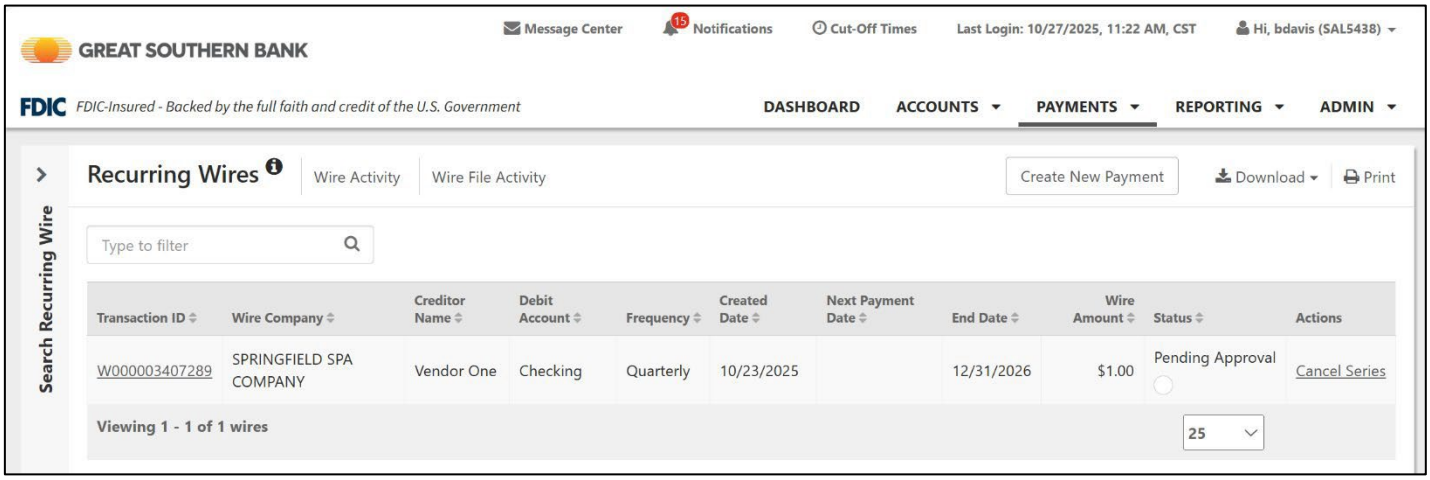
1. Go to Payments > Wire > Recurring Wires.

2. Select the **Transaction ID**.
3. Select **Edit**. NOTE: You cannot edit a recurring wire in a Pending Approval status.
4. Edit the fields as necessary.
5. Select **Review**.
6. Select **Confirm**.

Canceling a Recurring Wire Series

Follow the steps outlined in this topic to cancel selected recurring wire series.

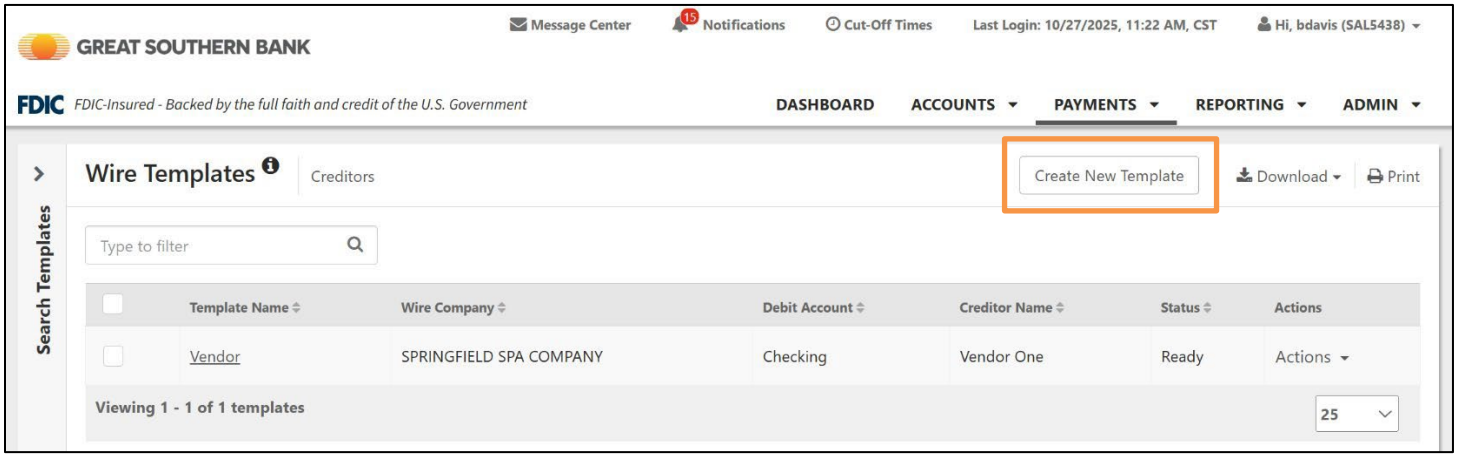
1. Go to Payments > Wire > Recurring Wires.
2. Select **Cancel Series** beside the recurring wire. The *Cancel Wire* dialog box appears.
3. Enter Comments about the cancellation, and then select **Cancel Wire**.



Wire Templates

Creating a Wire Template

1. Go to Payments > Wire > Wire Templates.
2. Select **Create New Template**.



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3. Complete the following fields on the Payment and Creditor Information tab.

***Template Name*:** Enter the name of the template.

Wire Company: Select the wire company that is used to originate the wire.

Debit Account: Select the affected debited wire accounts.

Creditor: Type the creditor's name or select the search icon from your list of creditors.

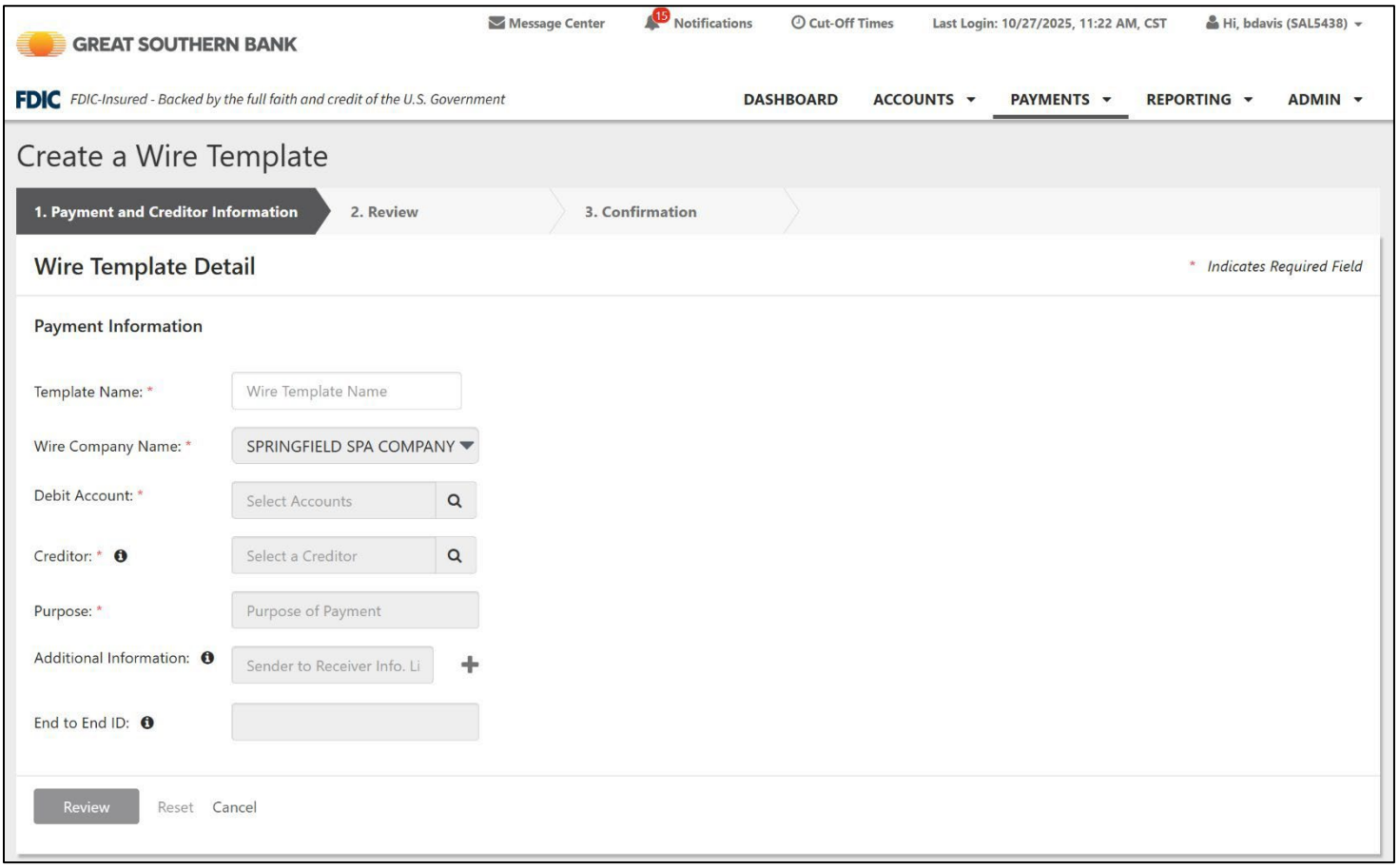
Purpose: Enter a short description of the wire.

Additional Information: Enter a specific memo that the creditor can view when they receive the wire. Select **+ Add** to add another additional information line or select Delete icon to remove an additional information line.

End to End ID: Create a unique identifier that follows the transaction from beginning to end if desired.

4. Select **Review**. Review the information entered to ensure that it is accurate.
5. Select **Confirm**.

NOTE: From this screen, you can *Create Another Wire Template* or *View Wire Templates.*



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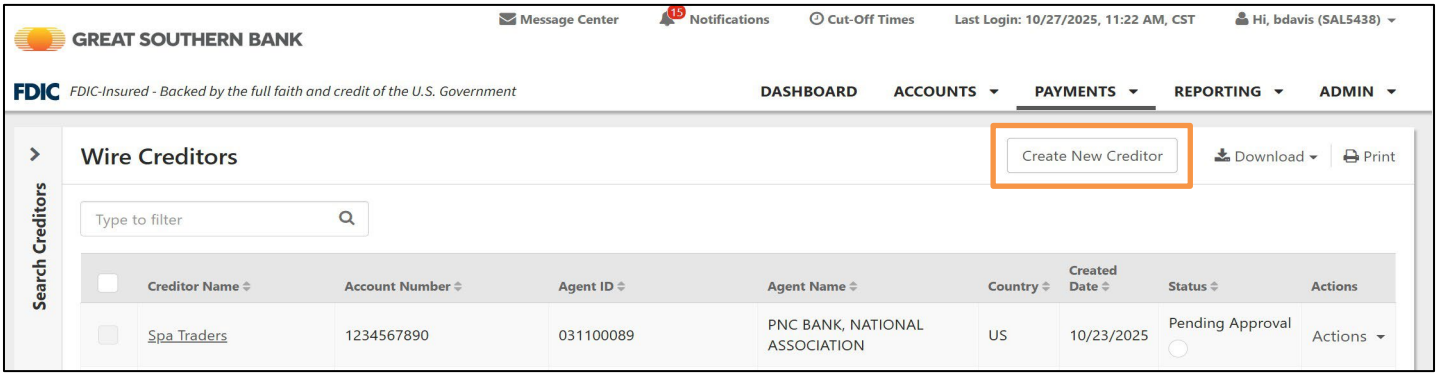
Wire Creditors

Creating a Domestic Creditor

1. Go to Payments > Wire > Wire Creditors.
2. Select **Create New Creditor**
3. Complete the fields.



Agent Country: Select the creditor's country.

Agent ID: Enter the creditor's routing number.

Agent Name: Enter the creditor's financial institution name.

Agent City/Town Name: Enter the city of the financial institution that the creditor uses.

Agent State/Country Sub Division: Enter the state of the financial institution the creditor uses.

Account Number: Enter the creditor's account number that receives the wire credit.

Re-enter Account Number: Re-enter the creditor's account number that receives the wire credit.

Name: Enter the creditor's name.

Country: Select the creditor's country.

Building Number: Enter the creditor's building number if applicable.

Street Name: Enter the creditor's receiving location street name.

***City/Town Name*:** Enter the city of the financial institution the creditor uses.

State/Country Sub Division: Enter the state of the financial institution the creditor uses.

Post Code: Enter the ZIP code of the financial institution that the creditor uses.

Notes: Enter any additional information about this creditor.

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4. Select **Review**.
5. Review the information entered to ensure that it is accurate.
6. Select **Confirm**. Proceed to the *Confirmation* tab, confirming that you have successfully created a domestic creditor. Depending on your settings, you may not be able to send a domestic wire to this creditor until they are in an Approved status.

   NOTE: From this screen, you can select *Send a Wire to this Creditor*, *Create Another Creditor*, or *Wire Creditors*.

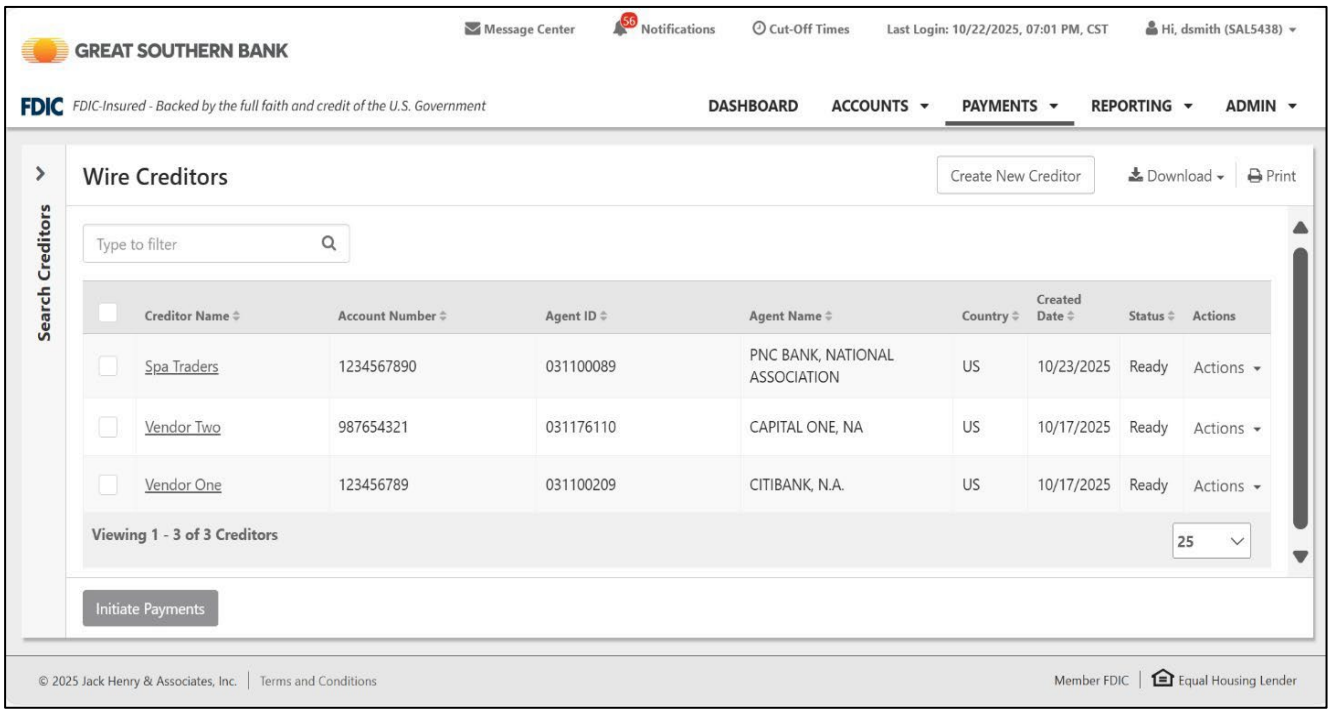
7. Select **Review**. You proceed to the *Review tab*. Review the information entered to ensure that it is accurate.
8. Select **Confirm**. You proceed to the *Confirmation tab*, confirming that you have successfully created a creditor. Depending on your settings, you may not be able to send a wire to this creditor until they are in an *Approved* status.

   NOTE: From this screen, you can select *Send a Wire to this Creditor*, *Create Another Creditor,* or *Wire Creditors*.

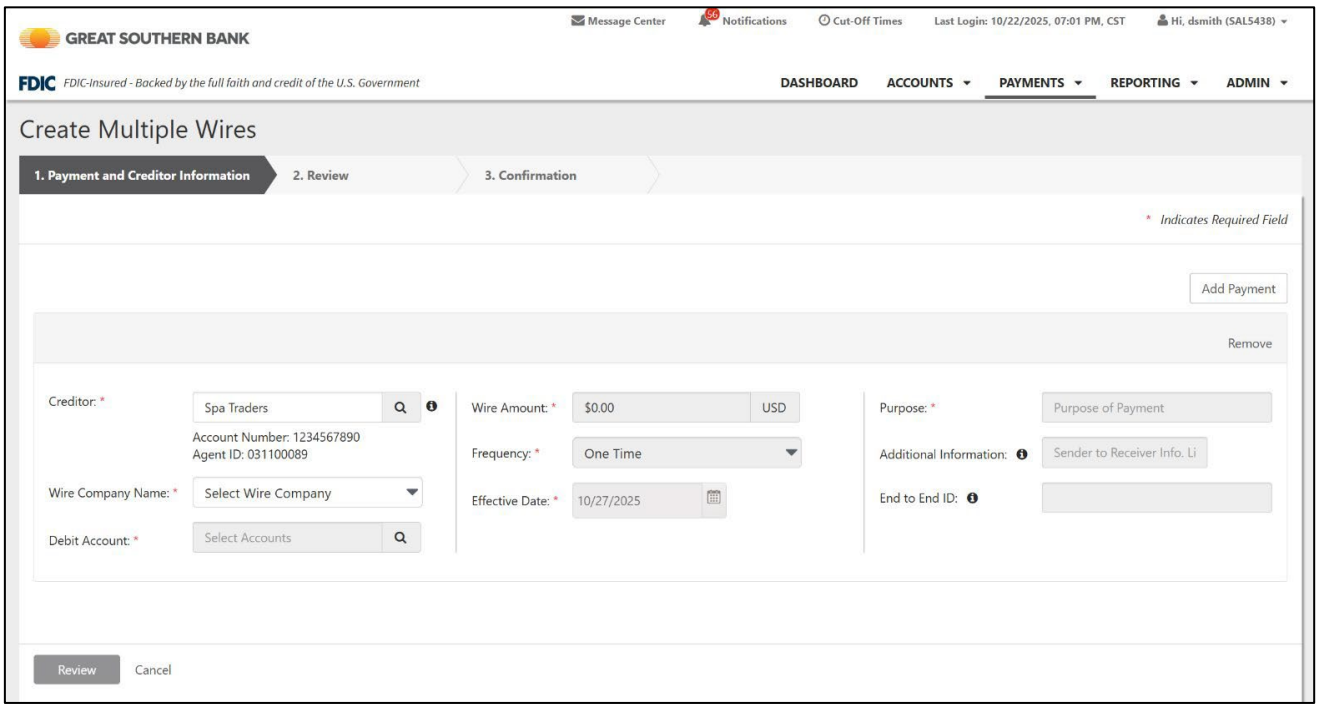
Initiating Wire Payments to Creditors

Follow the steps outlined in this topic to initiate wire payments for selected creditors. You can only initiate USD (domestic and international) wires using these steps.

1. Go to Payments > Wire > Wire Creditors.
2. Select one or more check boxes beside the appropriate *Creditor Name*.
3. Select **Initiate Payments**.



4. Complete the required fields for each *Creditor Name* selected.



Creditor: Type the creditor's name or select the search icon from your list of creditors.

Wire Company Name: Select the wire company that is used to originate the wire.

Debit Account: Start typing the account number in this field, and the matching entry auto-completes. Select Search to select which account to debit.

Wire Amount: The amount of the wire transaction.

Frequency: Select one of the following options:

- One Time
- Weekly
- Every Two Weeks
- Twice a Month
- Monthly
- Quarterly
- Every Six Months
- Yearly

Effective Date: The effective date that the wire transaction occurs.

Purpose: Enter a short description of the wire.

Additional Information: Enter a specific memo that the creditor can view when they receive the wire. Select **+ Add** to add another additional information line, or select the **Delete** icon to remove an additional information line.

End to End ID: Create a unique identifier that follows the transaction from beginning to end if desired.

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5. Select **Review**.
6. Review the information entered to ensure that it is accurate.
7. Select **Confirm**.

Editing Wire Creditors

Follow the steps outlined in this topic to edit selected creditors.

1. Go to Payments > Wire > Wire Creditors.
2. Select the *Creditor Name*.
3. Click the drop-down arrow next to **Actions** and select **View**.
4. Select **Edit**.
5. You may be asked to authenticate the account.
6. Edit the fields as necessary.
7. Select **Review**.

Approving or Rejecting a Creditor

Follow the steps outlined in this topic to approve or reject selected creditors.

1. Go to Payments > Wire > Wire Creditors.
2. Select the check box next to the Creditor Name.
3. Select **Approve** or **Reject** from the Actions menu
4. Enter a comment in the field, if necessary, and then select **Approve** or **Reject**.

Deleting a Creditor

1. Go to Payments > Wire > Wire Creditors.
2. In the Actions menu, select **Delete**.
3. Enter a comment in the field, and then select **Delete Creditor**.

ACH

Within Payments > ACH, you can create ACH payments and templates, import layouts, view templates, ACH payments, and recurring ACH payment lists, and search ACH recipients. You can also work with ACH tax payments.

Create an ACH Payment

Use the Create ACH Payment view to create an ACH payment manually, initiate an ACH payment from a template, or upload a NACHA formatted file.

Creating an ACH Payment Manually

Use this process when manually creating an automated clearing house (ACH) payment.

1. Go to Payments > ACH > Create ACH Payment.
2. Within the Create Payment tab, select **Manual Entry**.

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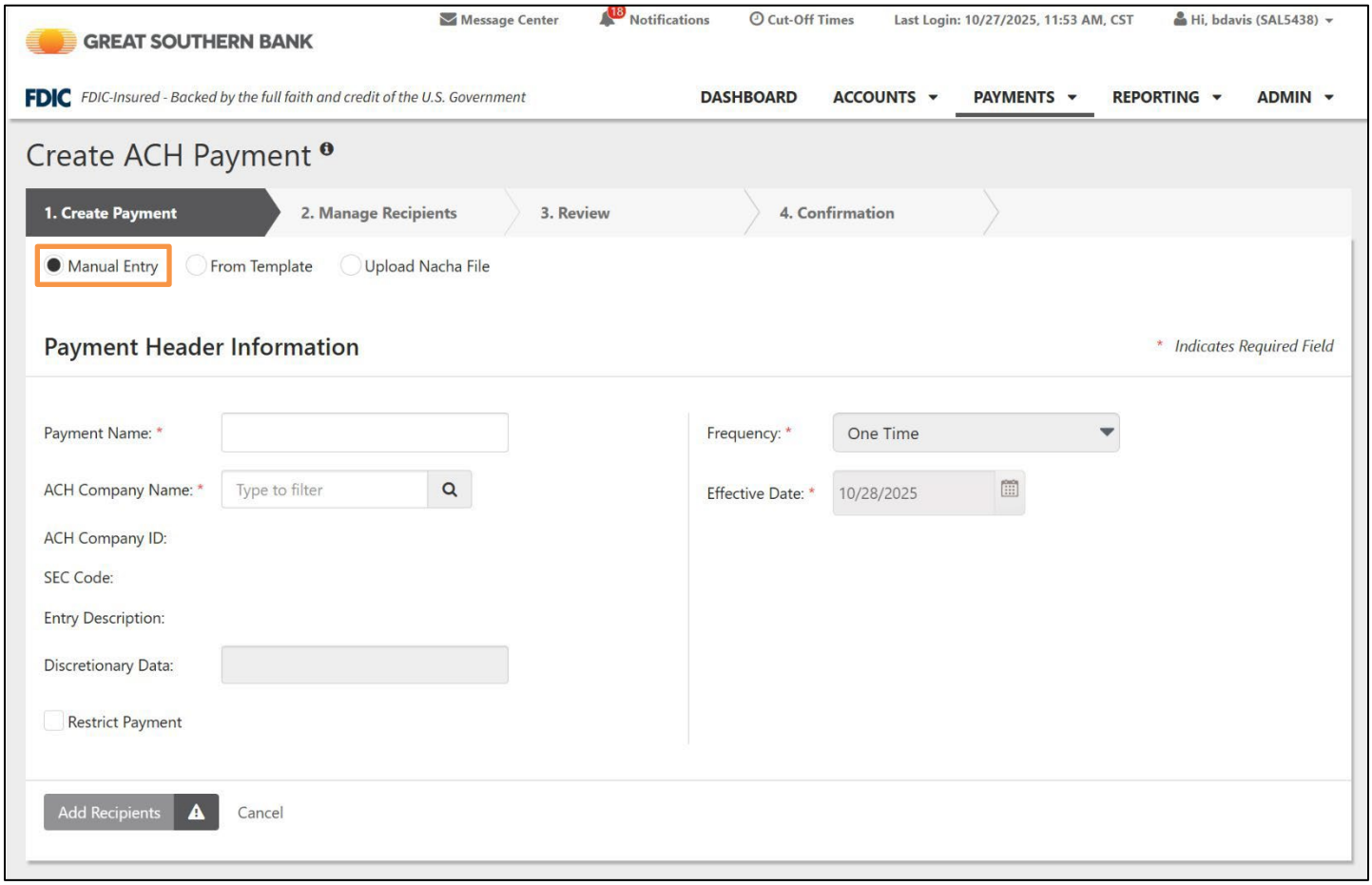

3. Enter a *Payment Name*.
4. Select the *ACH Company Name*.
5. Select the *Restrict Payment* check box, if appropriate. **NOTE**: Only users with the Restricted Batch entitlement can see restricted payments.
6. Select an option from the Frequency drop-down list. Options are:
   - One Time
   - Weekly
   - Every Two Weeks
   - Twice a Month
   - Monthly
   - Quarterly
   - Every 6 Months
   - Annually
7. Select the Effective Date of this ACH payment using the *calendar* icon.
8. Click **Add Recipients**.
9. Complete the recipient information.
10. Select **+** to add a recipient row if necessary and then complete the information.

NOTE: You can also select *Select from Recipient List* or *Import Recipients From File* to auto populate recipient date. Please refer to the ACH Recipient section of this guide for additional information.

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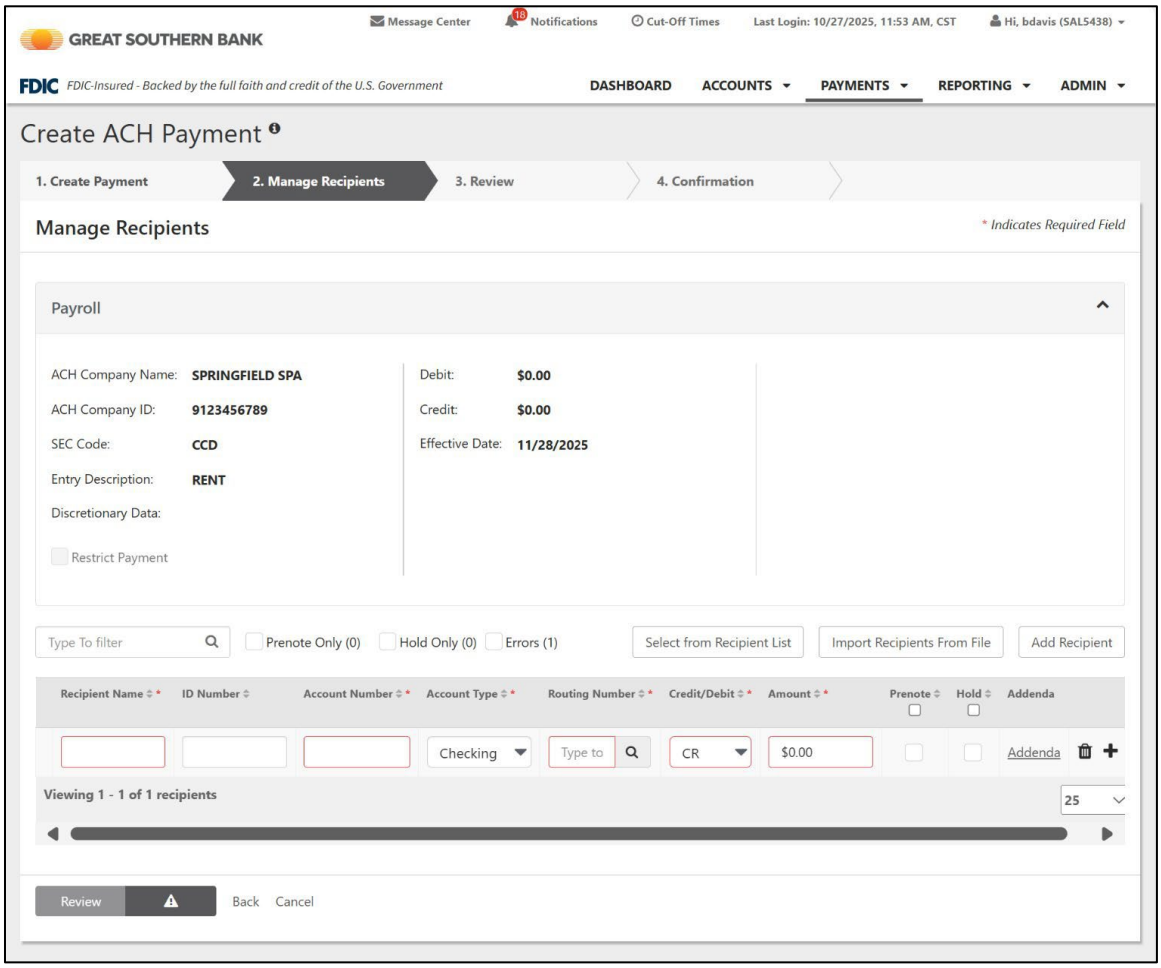


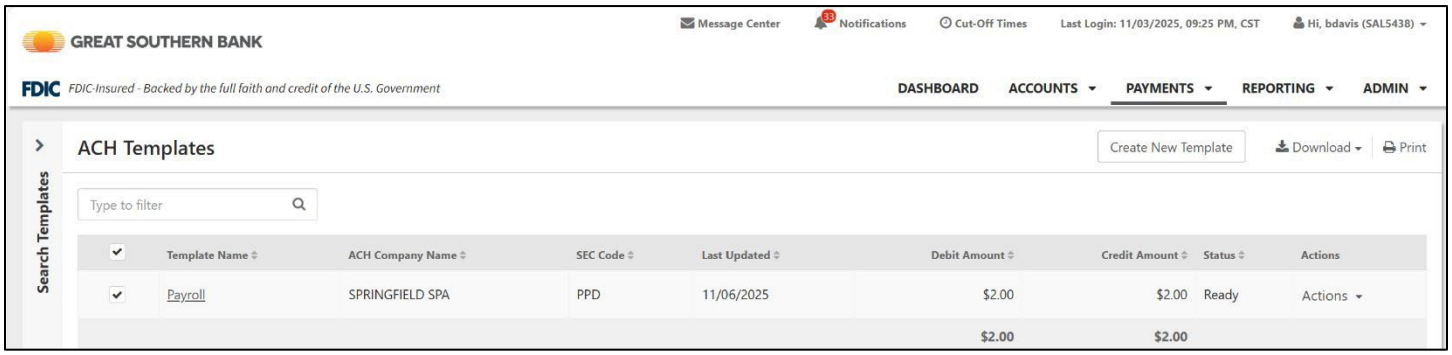
11. Select **Review** and choose your *Offset Account*.
12. Select **Confirm**.

Creating ACH Payments from Templates

To create a template, please see the ACH Templates section of this guide

1. Go to Payments > ACH > Create ACH Payment.
2. Within the Create Payment tab, select **From Template**.

3. Select the check box beside the appropriate template name, and then select **Initiate Selected Templates.**



4. Select the *Restrict Payment* check box, if appropriate.
   NOTE: Only users with the Restricted Batch entitlement can see restricted payments.
5. Select an option from the Frequency drop down list. Options are:
   - One Time
   - Weekly
   - Every Two Weeks
   - Twice a Month
   - Monthly
   - Quarterly
   - Every 6 Months
   - Annually
6. Select the Effective Date of this ACH payment using the calendar icon.
7. Select **Add Recipients** to proceed to the *Manage Recipients* tab.
8. Edit the recipient information, as needed.
9. Select **Review** and choose your *Offset Account*.
10. Select the *Apply Updates to the Template* check box, if appropriate.
11. Select **Confirm**.

Uploading a Nacha Formatted File

1. Go to Payments > ACH > Create ACH Payment.
2. Within the *Create Payment* tab, select **Upload NACHA File**.
3. Select **Select File** and browse for the appropriate file.

   NOTE: Your file must be formatted to Nacha® specifications, and all ABA numbers must be accurate. The company header record must match a company that you are entitled to create ACH batches for.

4. Select **Upload**.

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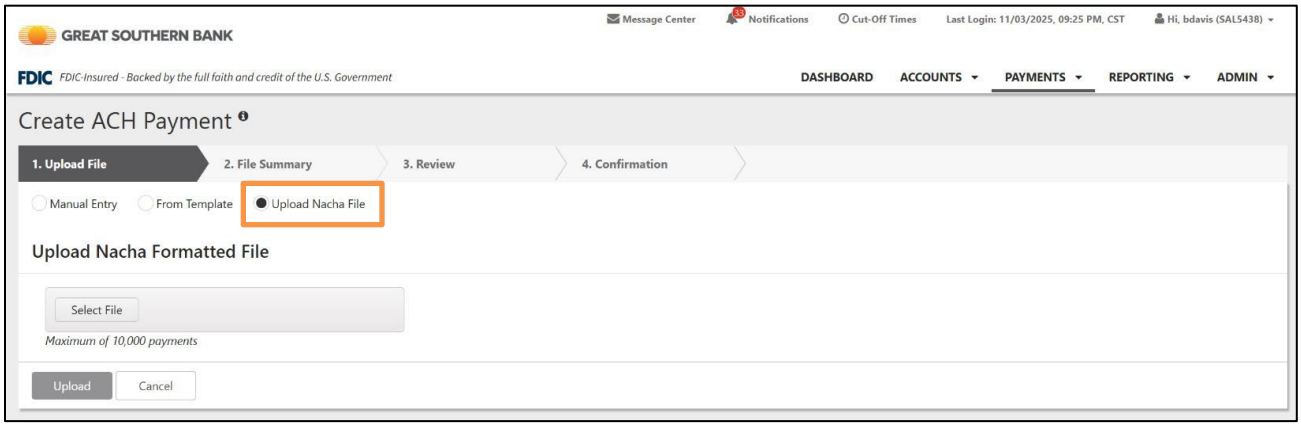
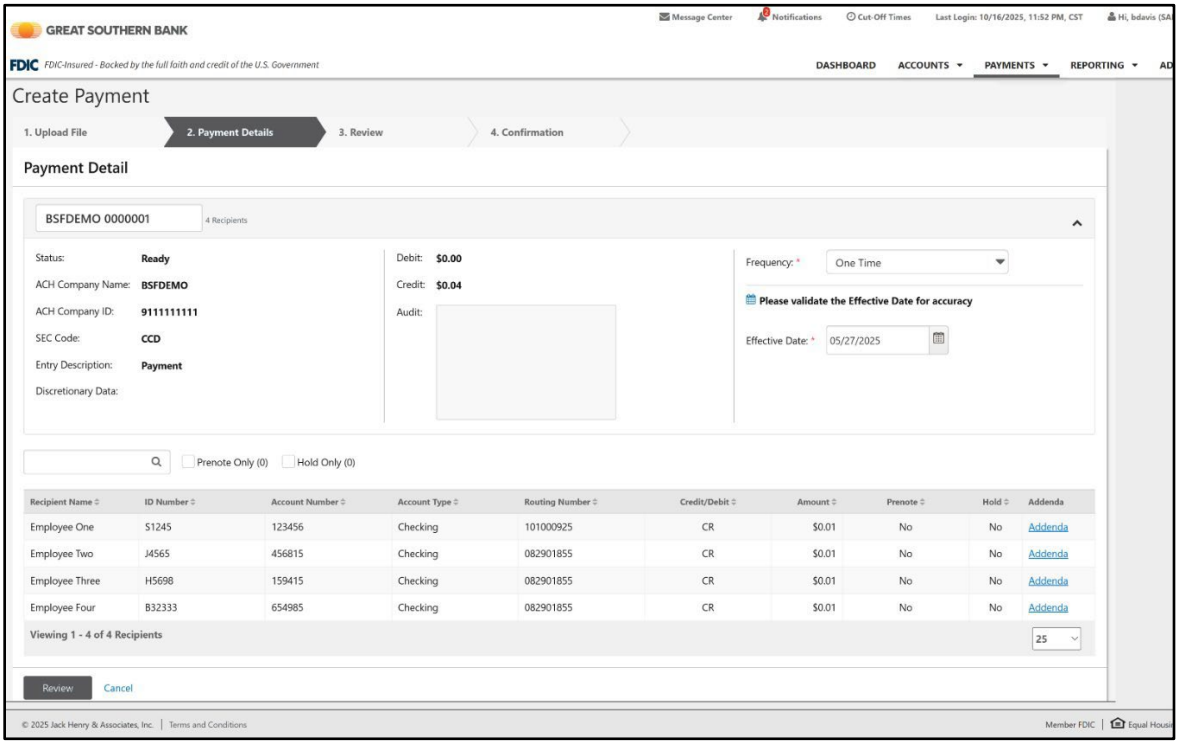


5. Change the name of the payment if desired.
6. Select an option from the Frequency drop-down list.
7. Enter the *Effective Date* of the payment as it does not pull from the file.
8. Select **Review** and choose your *Offset Account*. Select **Confirm**.



ACH File Activity

The ACH File Activity screen shows a list of ACH files that users have uploaded. Users can access this information via the navigation menu by selecting Payments > ACH > ACH File Activity.

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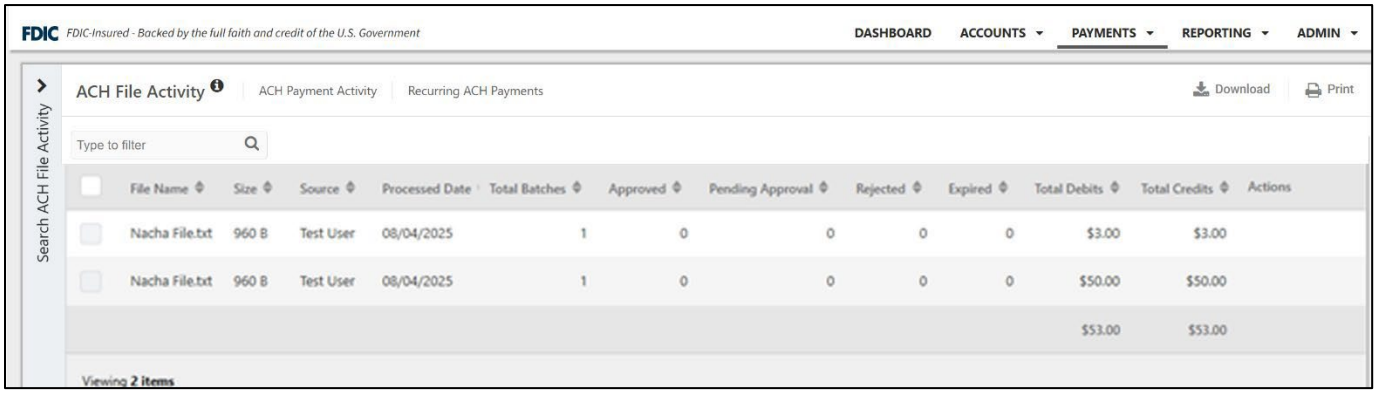


ACH Payment Activity

Use the *ACH Payment Activity* view to work with ACH payments.

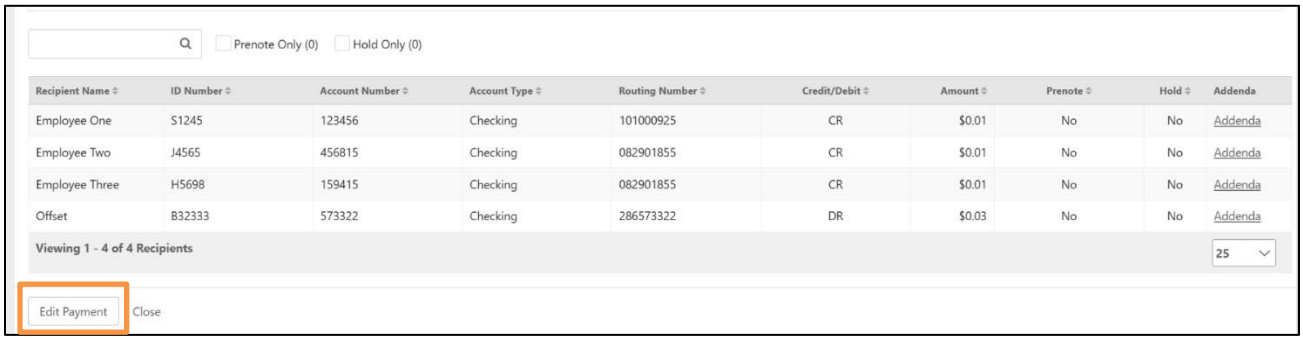
TIP: The Transaction ID for a tax payment shows a T at the end. It shows a C at the end for child support payments.

Editing an ACH Payment

Follow the steps outlined in this topic to edit selected ACH payments.

1. Go to Payments > ACH > ACH Payment Activity.
2. Select the *Transaction ID*.
3. Select **Edit Payment**.

   NOTE: You can only edit if the ACH payment has a status of:
   - Approval Rejected
   - Cancelled
   - Failed
   - Uninitiated



4. Edit the fields as necessary.
5. Select **Review**.
6. Select **Confirm**.

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Approve or Reject an ACH Payment

Follow the steps outlined in this topic to approve or reject selected ACH payments.

1. Go to Payments > ACH > ACH Payment Activity.
2. Select the check box beside the Transaction ID.
3. Select **Approve** or **Reject**.
   The Comments For Status Change dialog box appears.
4. Enter a comment in the field, and then select **Approve** or **Reject**. A confirmation message appears.

Cancel an ACH Payment

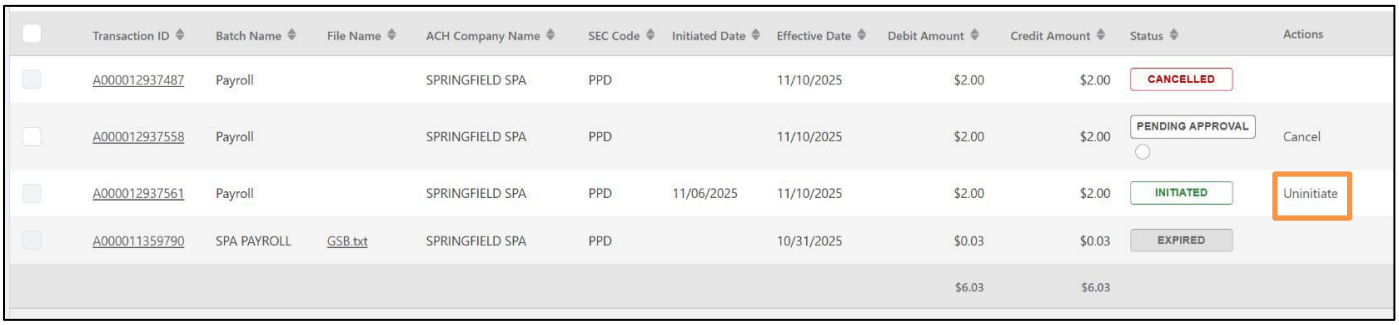
Payments in a Scheduled or Pending Approval status may be cancelled.

1. Go to Payments > ACH > ACH Payment Activity.
2. In the Actions column, Select Cancel.
3. Enter Comments about the cancellation, and then select Cancel Payment.

Un-initiate an ACH Payment

Payments in an Initiated status may be uninitiated.

1. Go to Payments > ACH > ACH Payment Activity.
2. Select **Uninitiate**.
3. The Confirm Uninitiate dialog box appears.
4. Enter Comments, and then select Uninitiate Payment.



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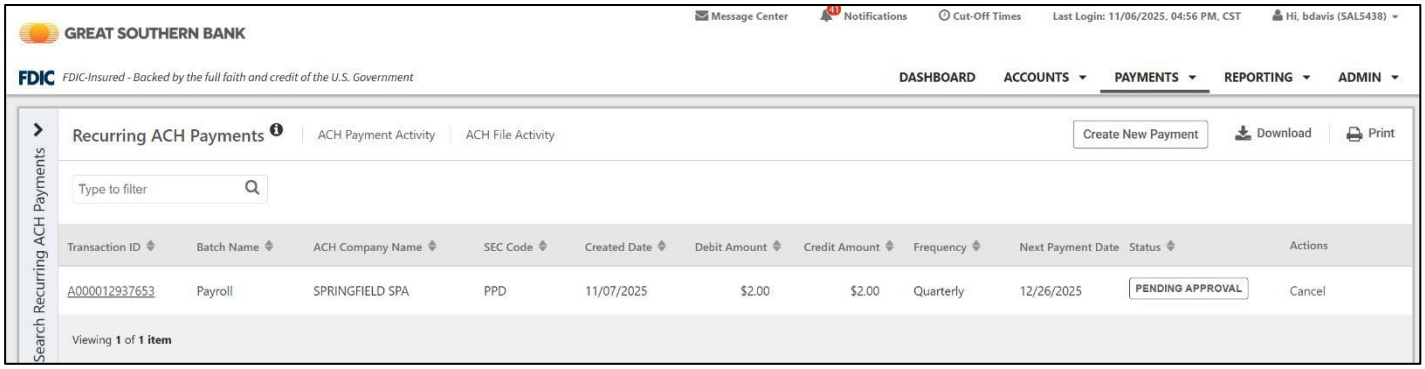
Recurring ACH Payments

Edit a Recurring ACH Payment

1. Go to Payments > ACH Payment Activity > Recurring ACH Payments.
2. Select the **Transaction ID**.
3. Select **Edit Payment**.

   NOTE: You cannot edit a recurring ACH payment in Pending Approval status.



4. Edit the fields, as necessary.
5. Select **Review**.
6. Select **Confirm**.

Cancel a Recurring ACH Payment

1. Go to Payments > ACH > Recurring ACH Payments.
2. Select Cancel beside the recurring ACH payment. The Confirm Cancel Payment dialog box appears.
3. Enter Comments about the cancellation, and then select **Cancel Payment**.

ACH Templates

Create an ACH Template

1. Go to Payments > ACH > ACH Templates.
2. Select **Create New Template**.
3. On the Create Template tab, choose **Manual Entry** or **Upload Nacha File**.
4. Browse for your file and click Upload if you chose Upload Nacha File.
5. Complete the fields if you chose Manual Entry.

   Template Name: Enter the name of the template.

   ACH Company Name: Either enter the name of the ACH company or select the Search icon, then choose Select beside the appropriate Company Name.

   ACH Company ID: The identification number of the ACH company.

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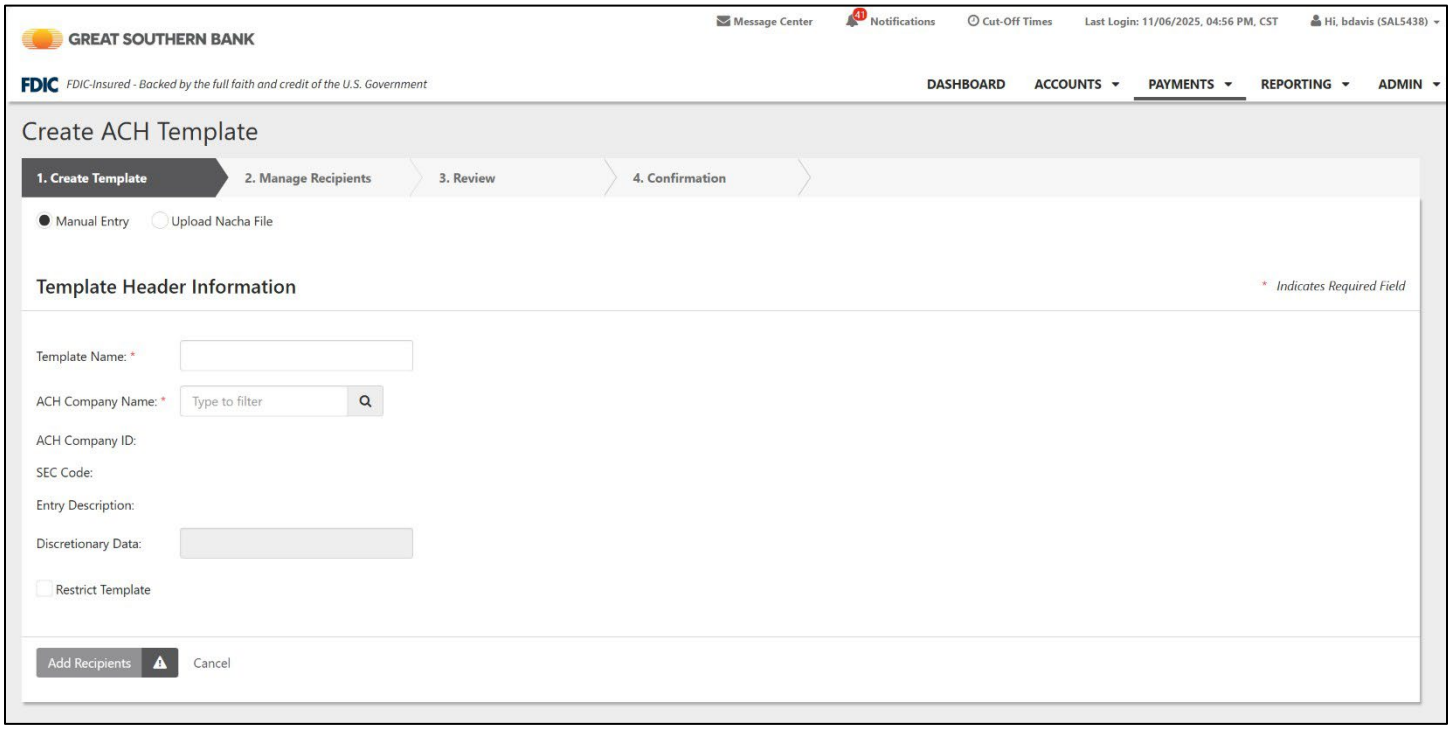

6. Select **Add Recipients**.
7. Complete the recipient information fields or select *Select from Recipient list* or *Import Recipients From File* to auto populate the fields.
8. Select **Review**.
9. Select **Confirm**.

NOTE: The template may require approval before you can initiate it.

ACH Recipients

The ACH Recipients page displays all saved recipients and offers the ability to select recipients to create payments from.

Add an ACH Recipient

1. Go to Payments > ACH > ACH Recipients.
2. Select **Add Recipient**.

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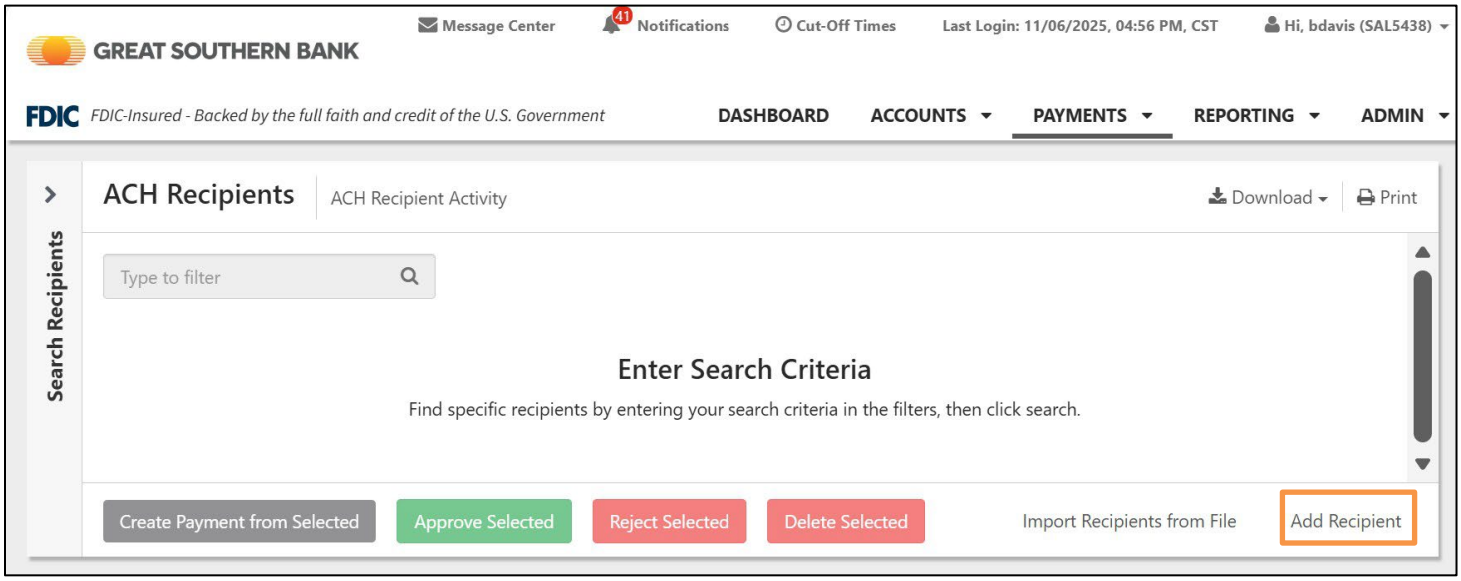
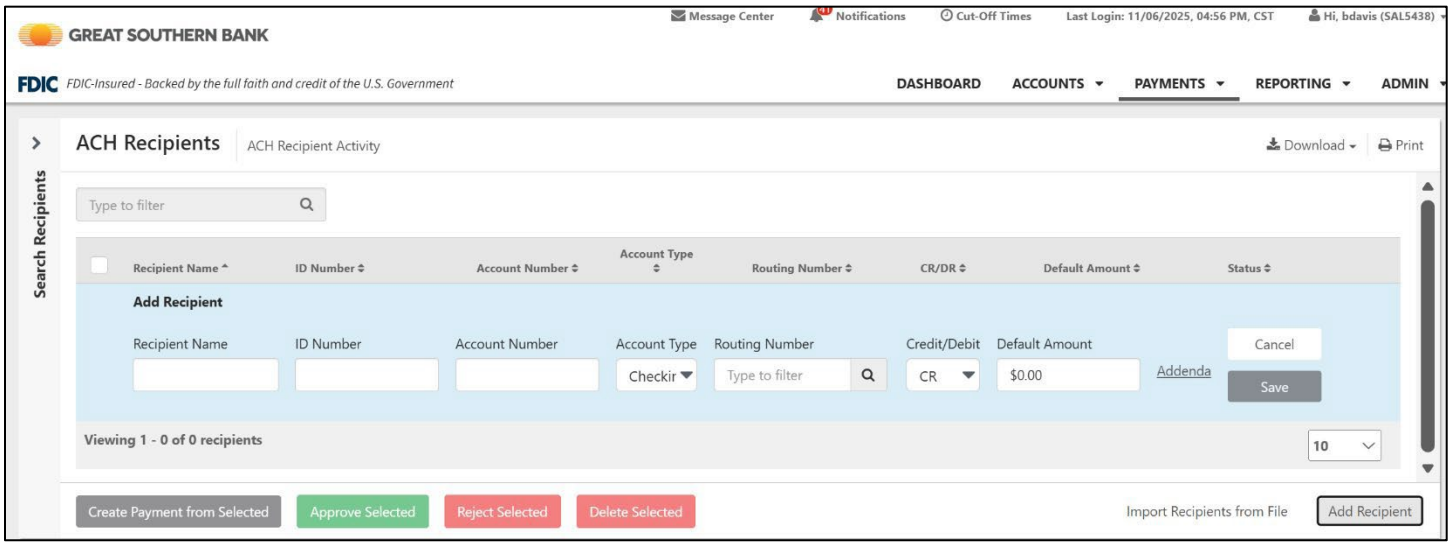


3. Complete the fields in the *Add Recipients* panel.
4. Select **Save**.

NOTE: If approvals are required to add a recipient, the Status of the recipient changes to *Pending Approval*.



Edit an ACH Recipient

1. Go to Payments > ACH > ACH Recipients.
2. Select **Edit** from the Actions menu for the recipient.
3. Modify the fields as desired.
4. Select **Save**.

NOTE: If approvals are required, the Status of the recipient changes to *Pending Approval*.

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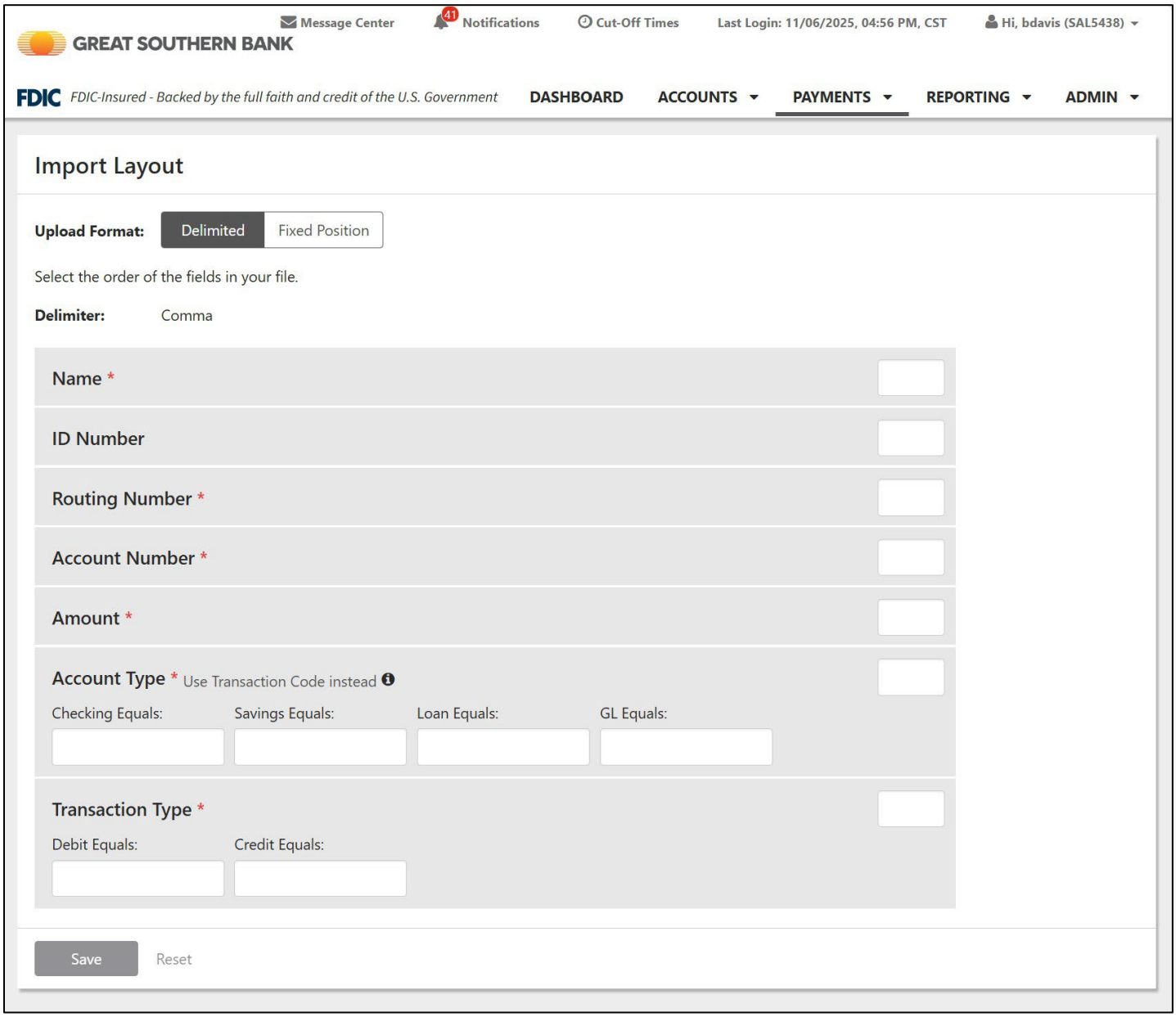
Delete an ACH Recipient

1. Go to Payments > ACH > ACH Recipients.
2. Select **Delete** from the Actions menu for the recipient.
3. The recipient will be removed from the list.

ACH Recipient Import Layout

You can import recipient data from a file, such as Microsoft® Excel® or Notepad. Before importing your file, define the Recipient Import Layout so the system can read the file data.

There are two Upload Format options available. If you select *Delimited*, indicate the order of the fields in your file. If you select *Fixed Position*, indicate the starting and ending positions of the fields in your file.



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Determine the Import Layout

Follow the steps outlined in this topic to customize the layout of ACH recipient imports.

1. Go to Payments > ACH > ACH Recipient Import Layout.
2. Select a situation and follow the corresponding steps.

Situation	Steps
The upload format is delimited.	Select Delimited for the *Upload Format* field. Enter the field location in the text box available to change the default positions for Name, ID Number, Routing Number, Account Number, Amount, and Transaction Code. **TIP:** If your file does not use Transaction Code, delete the number from that field to display the Account Type and Transaction Type fields, and use those entries instead. **NOTE:** All field positions must be unique. If there is a duplicate entry, the box appears in red with a warning under it.
The upload format is fixed position.	Select Fixed Position for the *Upload Format* field. Enter a Begin and End field location in the text boxes available to change the default positions for Name, ID Number, Routing Number, Account Number, Amount, and Transaction Code. Enter a Begin and End field location for *Account Type* and *Transaction Type*, if the file does not contain transaction codes. **NOTE:** The End value must be greater than the Begin value. If the values match, the End value appears in red with a warning.

3. Complete the *Account Type* fields for *Checking Equals* and *Savings Equals* if the file does not contain transaction codes.
4. Complete the *Transaction Type* fields for Debit Equals and Credit Equals if the file does not contain transaction codes.
5. Select **Save**.

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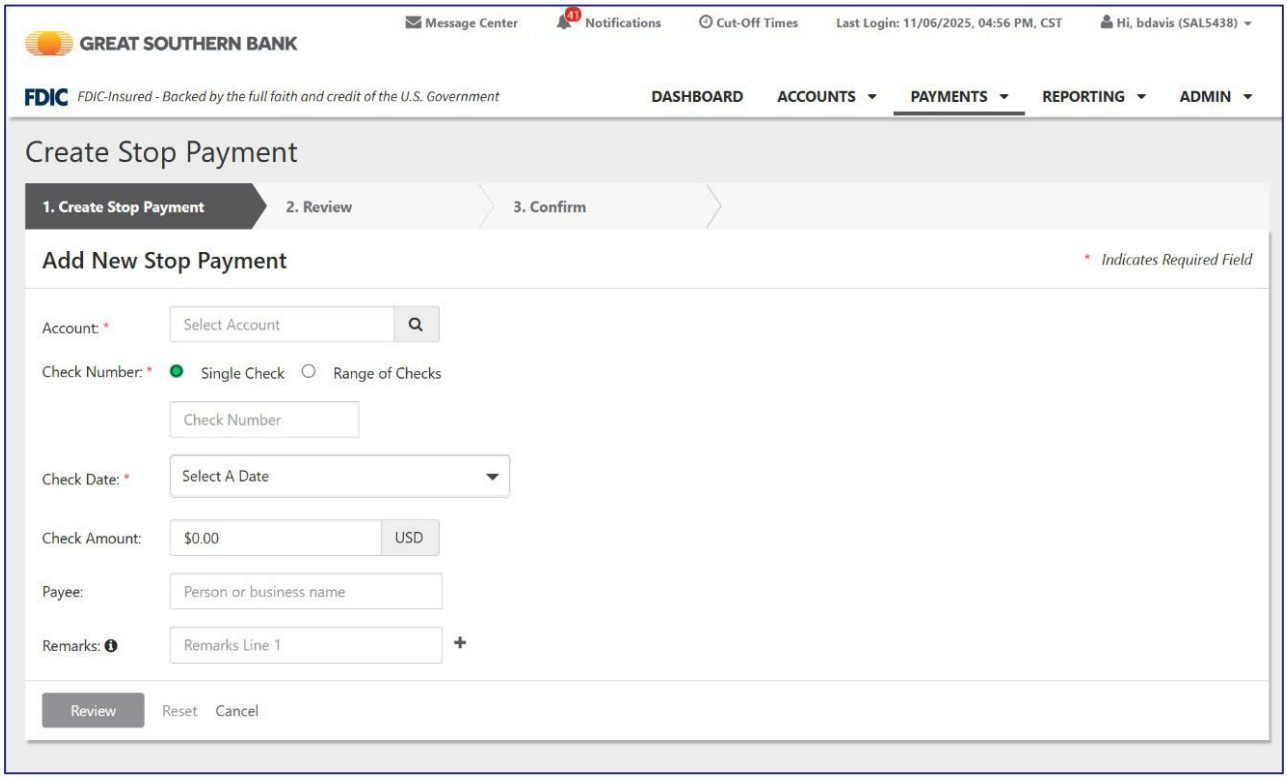
Stop Payment

Within Payments > Stop Payment, you can view and create stop payments.
NOTE: There may be a charge assessed with processing a stop payment. Review your fee schedule for details.

Create a Stop Payment

Follow the steps outlined in this topic to create stop payments.

1. Go to Payments > Stop Payment > Create Stop Payments.



2. Enter the account number or select the search icon to find the account number.
3. Select ***Single Check*** or ***Range of Checks*** **and** then enter the check information in the text boxes available.
4. Enter the *Payee*, if applicable.
5. Enter *Remarks* about the stop payment. There can be up to four remarks made per stop payment.
6. Select **Review**.
7. Select **Confirm**.

Stop Payment Activity

Use *Stop Payment Activity* to search active stop requests, filter the stop payments, view the details about stop payments, and approve, reject, or cancel stop payments.
All stop payments are listed in order of check date, with pending approvals shown at the top.

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Reporting

Use this feature to run, delete, print, and download various types of reports.

- Current Day Balance
- Current Day Transaction
- Date Range Balance
- Date Range Transaction
- EDI
- Prior Day Balance
- Prior Day Transaction

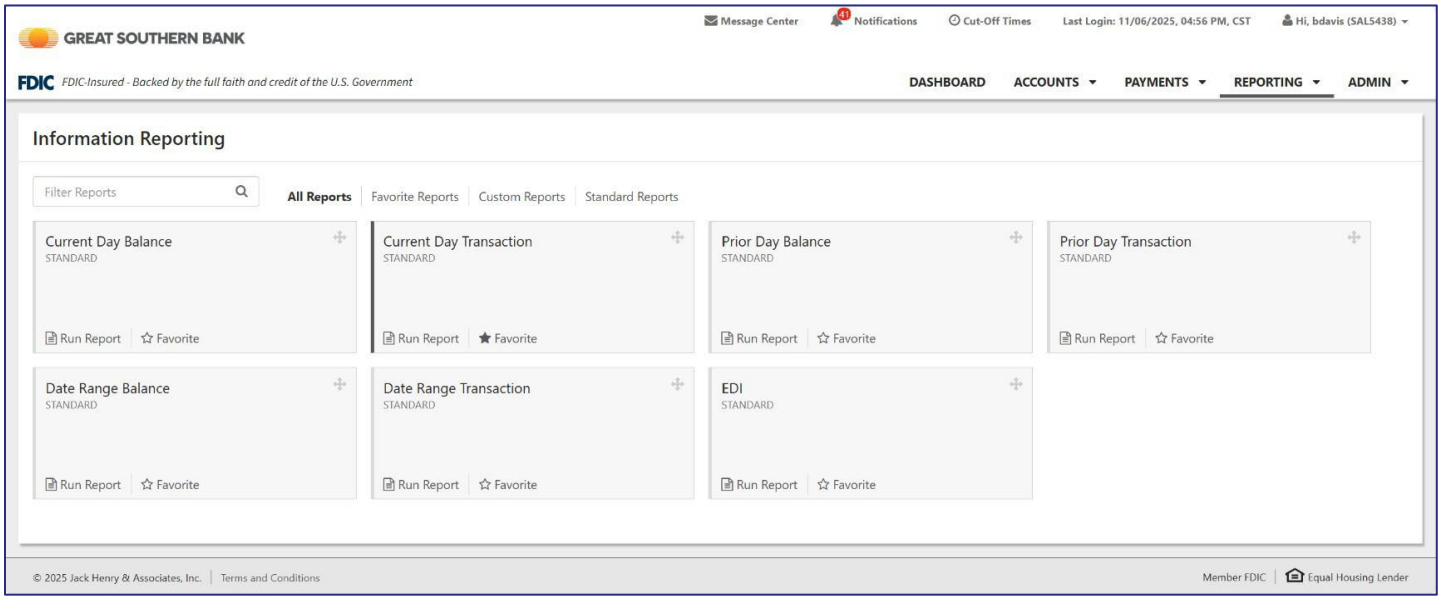
To add a report to the Favorite Reports view, select **Favorite** within the report name box. To remove the report from the *Favorite Reports view*, select Favorite again and the report is removed.

Electronic Documents

Electronic Documents allow you to view and manage statements and other documents.

Running Reports

1. Go to Reporting > Information Reporting.

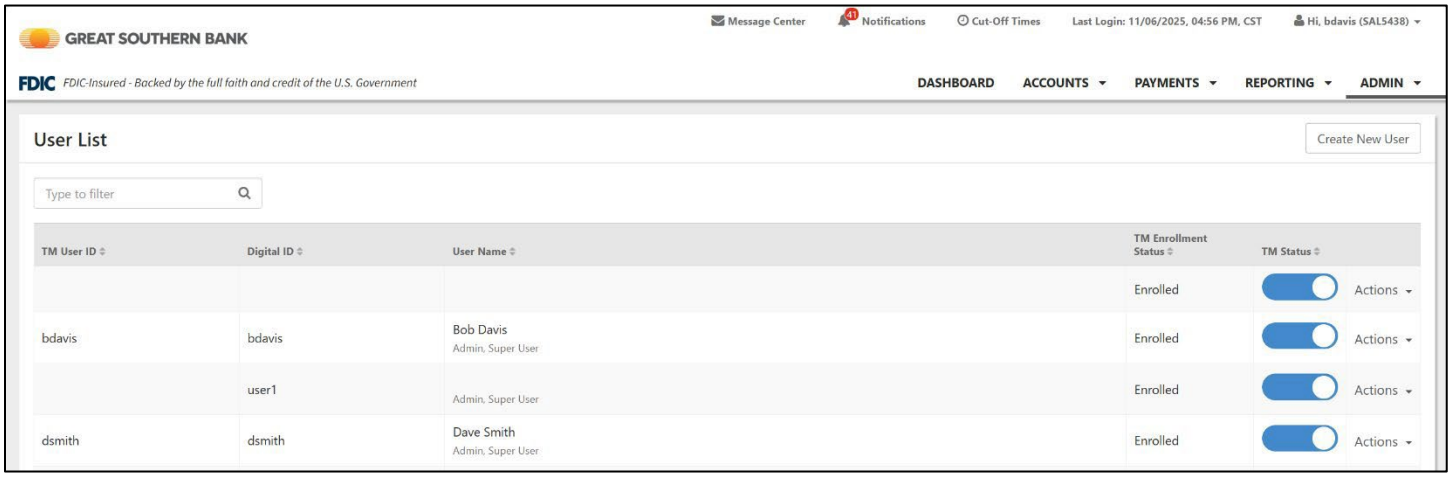


2. Select **Run Report** of the report to generate.
3. Expand the Run Reports search panel.
4. Select either **Date Range**, **Specific Date**, or **# of Prior Days** from the Date drop-down list and then enter the dates using the *calendar* icon. This field is only available for certain reports. For date-specific reports (e.g., Current Day Balance, Prior Day Balance, Current Day Transaction, and Prior Day Transaction), the Date field defaults to the correct selection and you cannot change it.
5. Select **Checking** or **Loan** from the *Account Type* drop-down list.

6. Select one or multiple account numbers, or choose **Select All** from the Account drop- down list.
7. Determine how you want the report sorted from the Sort By drop-down list.
8. Select **Ascending** or **Descending**.
9. Select an option from the *Payment ID* drop-down list, if necessary.
10. Select an option from the *Amount* drop-down list, if necessary.
11. Select an option from the *Payment Type* drop-down list, if necessary.
12. Select **Inbound**, **Outbound**, or **Both** from the *Transaction Type* drop-down list, if necessary.
13. Select **Debit**, **Credit**, or **Both**, if necessary.
14. Select **Run Report**.

Admin

User List



Enrollment Status options are as follows:

- ***New****:* The user has been created but not yet submitted for approval.
- ***Pending Approval:*** The user was created and submitted for approval but is not yet
- approved.
- ***FI Pending Approval:*** The user was created and submitted for approval, but a bank user has not yet approved them.
- ***Enrolled:*** This user can log on to the application and conduct business if the Active / Inactive toggle is set to Active.
- ***Not Enrolled:*** The user was created, but the entitlement process may not be complete, or the creator is not yet ready to allow this new user to log on. This user could be a new user that has not yet started their position.
- ***Active:*** The user was created, approved, enrolled, and set to Active. This user can log on and conduct any business they are entitled to do.
- ***Inactive:*** The user may be created, approved, and enrolled, but Inactive status prohibits the user from logging on.
- ***Edited:*** The user's account access or entitlements were modified but not submitted.

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- ***Super Users:*** Super users have access to all accounts and product feature permissions enabled for the company, including accounts and product features enabled in the future.
- ***Admin:*** Admins can add, edit, delete, and approve company users.

Actions Drop-Down Menu: The following options are available from the Actions drop-down menu on the Account Lists page:

- ***View User:*** Review the user's permissions, limits, and profile information.
- ***Send Reset Password Link:*** Email the user a link to complete a password reset
- ***Edit User:*** Manage a user's permissions, limits, and delete if necessary.
- ***Copy User:*** You can copy an existing user to make a new user with the same access, entitlements, and limits.

View User Information

1. Go to Admin > User List.
2. Select **View User** from the Actions drop-down list beside the appropriate user.
3. Scroll through the User Information, Account Access, and Entitlements options to view specific information.

Select **Show Unsubmitted Edits** to view any changes that have been made but not yet saved. You can Submit those changes or Discard All Edits, if appropriate. You may also select **Edit** to modify the user information as needed.

Reset Passwords

1. Go to Admin > User List.
2. Select **Send Reset Password** Link from the *Actions* drop-down list beside the appropriate user.

Copy a User

1. Go to Admin > User List.
2. Select **Copy User** from the *Actions* drop-down list beside the appropriate user.
3. Complete the following fields for the new user.
4. Select whether the new user is a *Super User*, *Admin*, or both.

   Super User: A super user has access to all accounts and product feature permissions that are enabled for the company. This access includes accounts and product features enabled in the future.

   Admin: An admin can add, edit, delete, and approve company users.

   NOTE: By default, the new user has the same permissions as the copy-from user.

5. Select **Save Changes**.
6. On the following fields, adjust the new user's access as needed:
   - Account Access

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- IP Access
- Time Access
- Entitlements
- User Limits

  NOTE: By default, the new user has the same access and entitlements as the copy-from user.

7. Select **Submit** for Enrollment.

Edit User Information

Follow the steps outlined in this topic to edit information for selected users.

1. Go to Admin > User List.
2. Select Edit User from the *Actions* drop-down list beside the appropriate user.
3. On the *User Information* tab, change the fields as needed, and then select Save Changes.
4. Page through to edit a user's account access, time access, IP restriction, entitlements, and limits.

   NOTE: Select **Save** on each page before moving on.
5. Select **Save** to process the changes.

   NOTE: Depending on your institution's settings, changes may require approval from the institution or another admin.
6. Ensure that you have saved all changes throughout this page and select **Back to User List**.

Approve or Reject a User

You can approve or reject pending users from the User List. This step may be required depending on your financial institution's settings.

1. Go to Admin > User List.
2. Select **Approve/Reject** from the *Actions* drop-down list beside the appropriate user.
3. Select whether to Approve or Reject the user. A comment window appears.
4. Enter any necessary comments.
5. Select **Save**.

Create a User

Use Create New User to create a user and set their permissions. Required fields are marked with a red asterisk in Cash Management.

1. Go to Admin > Create a User.
2. Complete the fields.
3. Select whether the new user is a Super User, Admin, or both.

   Super User: A super user has access to all accounts and product feature permissions that are enabled for the company. This access includes accounts and product features enabled in the future.

   Admin: An admin can add, edit, delete, and approve company users.

4. Select **Save Changes**. Continue to enter information by navigating the tabs in the sidebar.

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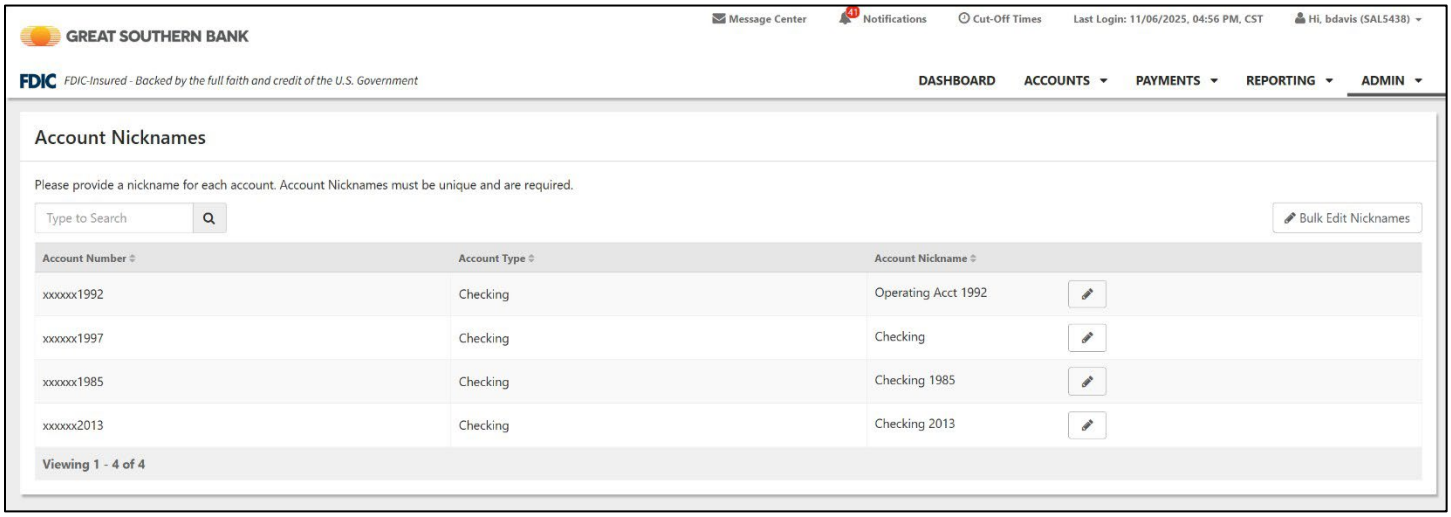
5. Page through to edit the user's account access, time access, IP restriction, entitlements, and limits.
   TIP: Select **Toggle Row** to select all the check boxes that appear in that row. If the user must have access to all items listed in a certain column, select the check box immediately beneath the column name.
6. On the User Limits tabs, enter the Product Daily Limit, Daily Initiation Limit/Total Daily Limit, and Approval Limit, and then select **Save Changes**.
   NOTE: These limits will only show on services that you have contracted for.
7. After completing all tabs, select **Submit for Enrollment**.

Edit Account Nicknames

1. Go to Admin > Account Nicknames.
2. Select a situation and follow the corresponding steps.



Situation	Steps
Editing a single account nickname	1. Select the Edit icon beside the appropriate account. 2. Enter the *Account Nickname* in the available text box. 3. Select the checkmark to save.
Editing all account nicknames	1. Select Bulk Edit Nicknames. 2. Enter all the Account Nicknames needed. 3. Select Save.

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Entitlement Field Definitions

Reference the following field definitions when working with entitlements.

Product Daily Limit: The product daily limit that is assigned to your company for that payment feature. This amount cannot be exceeded at the user level.

Daily Initiation Limit: The highest amount a user can initiate for that payment type per day.

Approval Limit: The highest amount a user can approve for that payment type per day.

Transaction Limit: The highest amount the user can enter per transaction.

Daily Limit: The highest amount the user can submit per day.

Restricted Batch: Select Restricted Batch, if appropriate. If enabled, the user can restrict batch payments and batch approvals from the view of other users. The user can also see other restricted batches others have created.

Create ACH Template: The user can create an ACH template.

Full Edit ACH Template: The user can edit all information within a template.

Partial Edit ACH Template: The user can only edit amounts, prenote and hold selections, and addenda information.

Delete ACH Template: The user can delete an ACH template.

Approve ACH Template: The user can approve the creation of a template.

Create ACH Payment: The user can create and initiate a one-time, future-dated, or recurring ACH payment.

Full Edit ACH Payment: The user can edit scheduled and recurring payments.

Delete ACH Payment: The user can cancel or uninitiate a payment.

Approve ACH Payment: The user can approve an ACH payment.

Partial Edit ACH Payment: The user can only edit amounts, prenote and hold selections, and addenda information.

File Upload Edit: The user can clear a batch within a multi-batch ACH upload file during the initiation process.

Upload/Create ARP Files: The user can import an issued items file in fixed position or delimited file layout.

Download ARP Files: The user can export their exceptions into CSV or PDF format.

Work ARP Exceptions: The user can choose to pay or return check exceptions.

Work ACH Exceptions: The user can choose to pay or return ACH exceptions.

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CDR Balance: The user can work with the Current Day Balance report.

PDR Balance: The user can manage the Previous Day Balance report.

Date Range Balance: The user can work with the Date Range Balance report.

CDR Transaction: The user can work with Current Day Transactions report.

PDR Transaction: The user can work with Previous Day Transactions Report.

Date Range Transaction: The user can work with Date Range Transaction Report.

EDI Report: The user can work with the Electronic Data Interchange report.

Create Internal Transfer/Loan Payment: The user can create internal transfers/loan payments.

Edit Internal Transfer/Loan Payment: The user can edit internal transfers/loan payments.

Delete Internal Transfer/Loan Payment: The user can cancel the transfer or the series.

Approve Transfer/Loan Payment: The user can approve transfers/loan payments.

Add Stop Payment: The user can add stop payments.

Approve Stop Payment: The user can approve stop payments.

Cancel Stop Payment: The user can cancel stop payments.

Create Creditor: The user can create wire creditors.

Edit Creditor: The user can edit wire creditors.

Approve Creditor: The user can approve wire creditors that have been created by others.

Delete Creditor: The user can delete wire creditors.

Create Domestic Wire Payment: The user can create domestic wire payments.

Edit Domestic Wire Payment: The user can edit domestic wire payments.

Delete Domestic Wire Payment: The user can delete domestic wire payments.

Approve Domestic Wire Payment: The user can approve domestic wire payments created by others.

Create Internal Transfer Template: The user can create templates.

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Edit Internal Transfer Template: The user can edit templates.

Approve Internal Transfer Template: The user can approve templates

Delete Internal Transfer Template: The user can delete templates.

Create DLI Wire Payment: The user can create DLI wire payments.

Approve DLI Wire Payment: The user can approve DLI wire payments.

Electronic Documents: The user can work with electronic documents.

Bill Pay: The user can work with bill pay.

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