



# Treasury Management Services

## TMS Basics Guide

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# Getting Started

Welcome to Treasury Management Services!

This guide provides an overview of the basic features in Treasury Management Services (TMS). There are other product-specific user guides located in the Resources panel of the TMS dashboard.

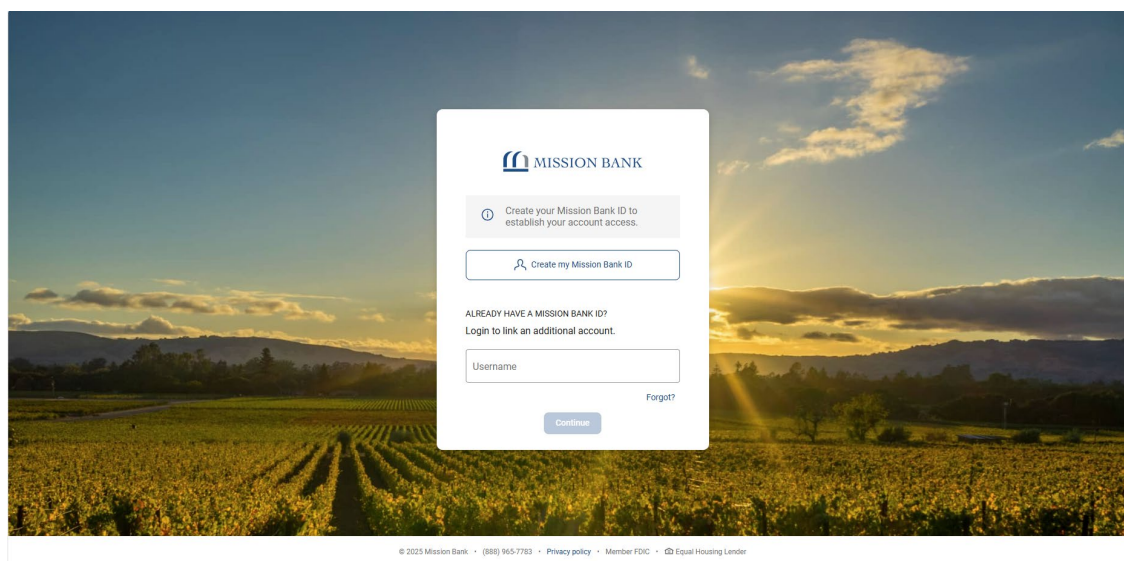
## First-time Login

A welcome email from DoNotReply@MissionBank.bank will be sent to each new user. The email will contain a link for the user to enroll and establish their Digital Identity.

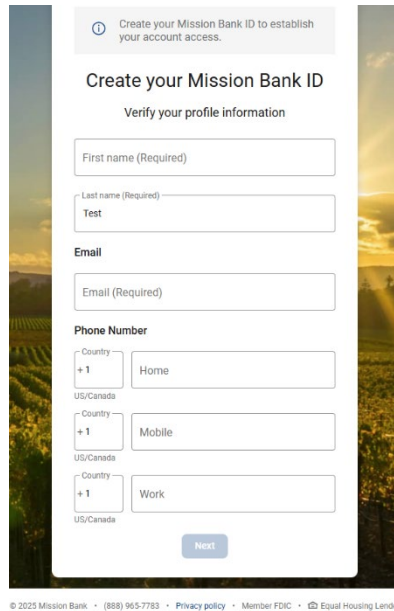
The Company ID and Login IDs will be provided to your company administrator by Mission Bank. Company ID and Login ID fields are not case sensitive.

A screenshot of the 'User Verification' form from Mission Bank. The form has a header with the Mission Bank logo and the title 'User Verification'. Below the header, there is a text prompt: 'To verify your identity and process with a password change, please enter your Company ID and Login ID and provide the answer(s) for your security question(s)'. There are two input fields: 'Company ID: \*' and 'Login ID: \*', each with a placeholder text 'Enter Company ID' and 'Enter Login ID' respectively. At the bottom of the form, there are two buttons: 'Submit' and 'Reset'.

After that, it will take the user to create their new Digital Identity.

A screenshot of the Mission Bank Digital Identity creation screen. The background is a scenic image of a vineyard at sunset. In the center, there is a white card with the Mission Bank logo at the top. Below the logo, there is a section titled 'Create your Mission Bank ID to establish your account access.' with a button labeled 'Create my Mission Bank ID'. Below this, there is a section titled 'ALREADY HAVE A MISSION BANK ID? Login to link an additional account.' with a 'Username' input field and a 'Forgot?' link. At the bottom of the card, there is a 'Continue' button. At the very bottom of the screen, there is a small footer with copyright information: '© 2025 Mission Bank • (888) 965-7783 • Privacy policy • Member FDIC • ID Equal Housing Lender'.

It will ask the user to verify their information, name, email, and a phone number. User can just put one phone number down.

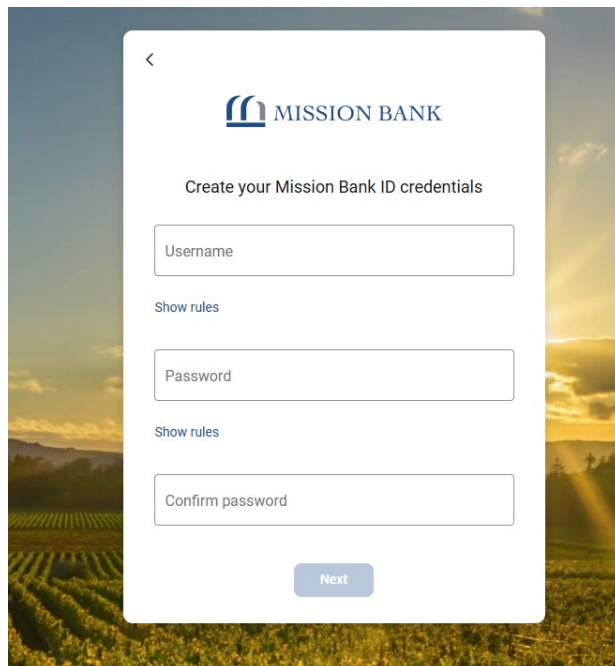


The screenshot shows a mobile app interface for creating a Mission Bank ID. At the top, a grey banner with an information icon says "Create your Mission Bank ID to establish your account access." Below this, the title "Create your Mission Bank ID" is followed by the subtitle "Verify your profile information". The form includes fields for "First name (Required)", "Last name (Required)" (with "Test" entered), "Email (Required)", and "Phone Number". The phone number section has three rows for "Home", "Mobile", and "Work", each with a country code dropdown (all set to "+1 US/Canada") and a number input field. A "Next" button is at the bottom. A footer contains copyright and policy links.

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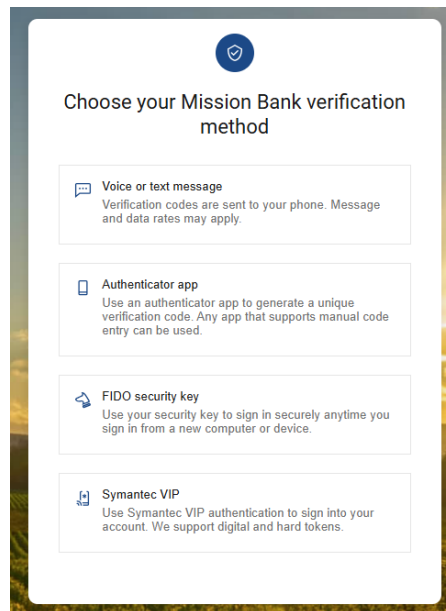
The user will be taken to the page will they create their Digital ID.

**\*\*Please note: Username must only contain letters (a-z), numbers (0-9), dashes (-), Underscores (\_), apostrophes ('), and periods (.)**



The screenshot shows the next step in the app: "Create your Mission Bank ID credentials". It features the Mission Bank logo and a back arrow. The form has three input fields: "Username", "Password", and "Confirm password". Each field has a "Show rules" link below it. A "Next" button is at the bottom.

Once the Digital ID is created, the user will know chose their Verification Method.

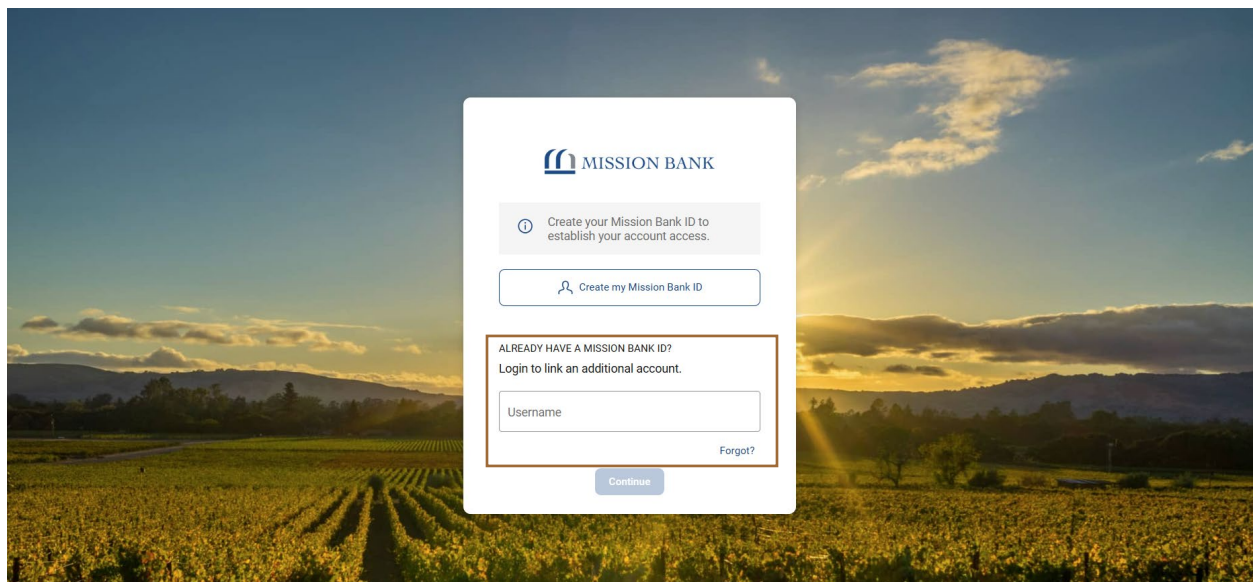


The screenshot shows a mobile app interface with a blue shield icon at the top. The title is "Choose your Mission Bank verification method". There are four options listed in white boxes with blue icons:

- Voice or text message**: Verification codes are sent to your phone. Message and data rates may apply.
- Authenticator app**: Use an authenticator app to generate a unique verification code. Any app that supports manual code entry can be used.
- FIDO security key**: Use your security key to sign in securely anytime you sign in from a new computer or device.
- Symantec VIP**: Use Symantec VIP authentication to sign into your account. We support digital and hard tokens.

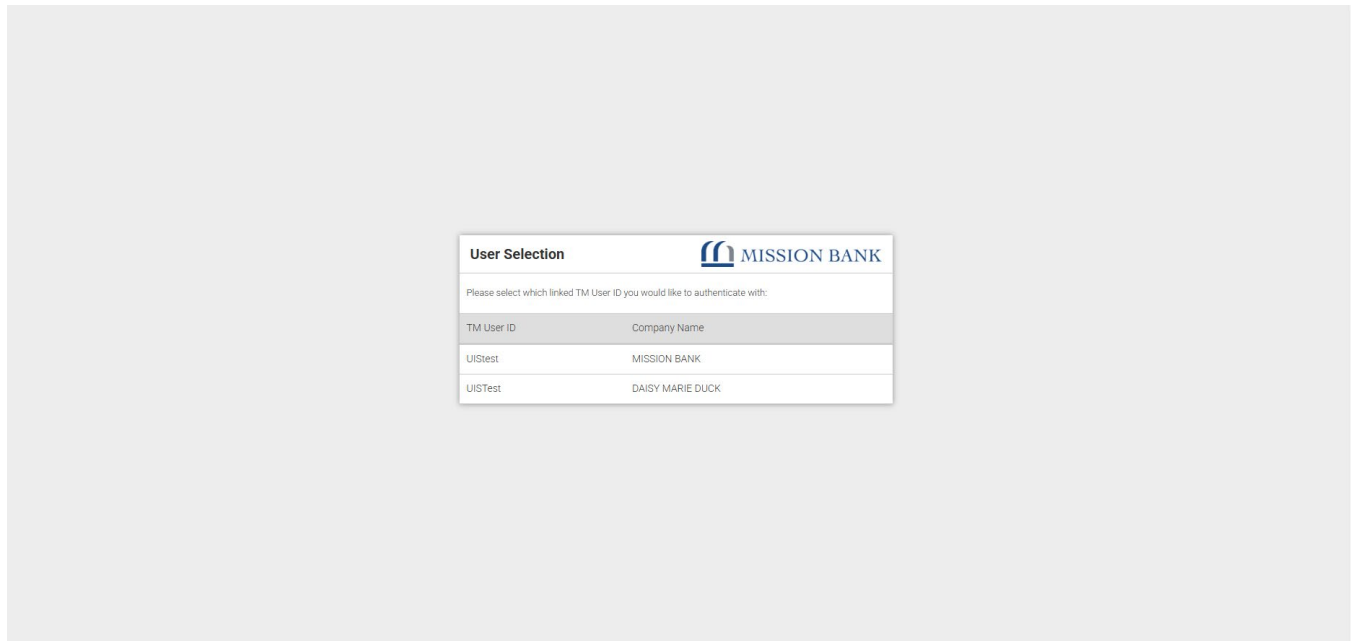
### Already Have a Digital ID?

If the user already made a Digital ID for another profile, they could link an additional account. They will input the existing Digital ID.



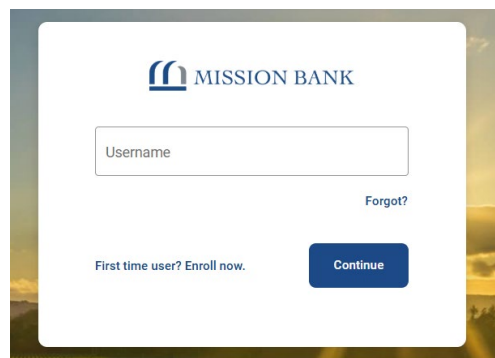
The screenshot shows the Mission Bank login screen. At the top is the Mission Bank logo. Below it is a section titled "1 Create your Mission Bank ID to establish your account access." with a button "Create my Mission Bank ID". Below that is a section titled "ALREADY HAVE A MISSION BANK ID? Login to link an additional account." with a "Username" input field and a "Forgot?" link. At the bottom is a "Continue" button. The background is a scenic image of a vineyard at sunset.

After the user inputs their username and password, they will have to verify themselves. Once that has been completed, they will be able to select what TM Profile they want to go in to.



## Subsequent logins

You will use your Digital ID, password and 2FA method for all subsequent logins to Treasury Management Services.



## User Authentication

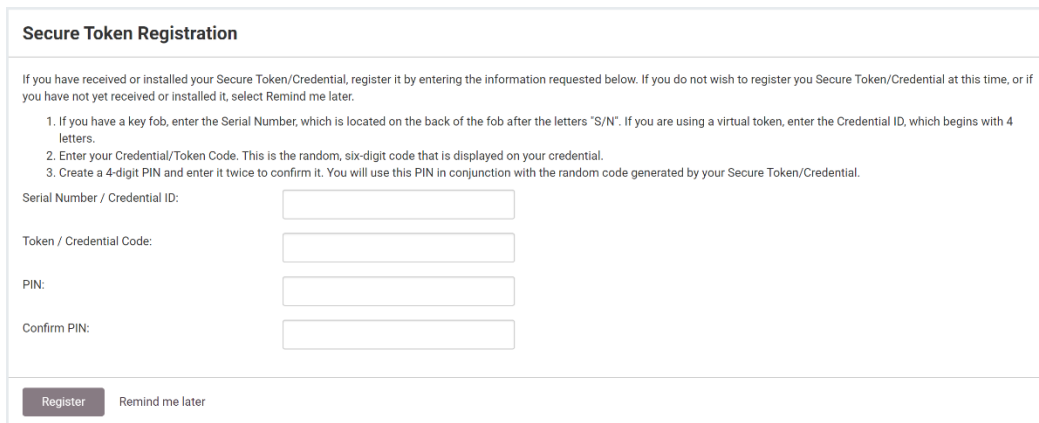
Companies with ACH Origination or Wires have an extra layer of security to help prevent unauthorized transactions from leaving the bank.

Depending on the option chosen by the company, users authorized to release transactions to the bank will have their identity verified by using either the VIP Access secure token

mobile app or by responding to an automated phone call or text. (See next page for examples of registration screens.)

**Please Note:** Users authorized to release ACH and/or Wire transactions must register their authentication information during the first login. If the step is skipped, they will be unable to release ACH batches or wires and will need to call their Mission Bank representative to have the authentication method reset.

## VIP Access App



**Secure Token Registration**

If you have received or installed your Secure Token/Credential, register it by entering the information requested below. If you do not wish to register your Secure Token/Credential at this time, or if you have not yet received or installed it, select Remind me later.

1. If you have a key fob, enter the Serial Number, which is located on the back of the fob after the letters "S/N". If you are using a virtual token, enter the Credential ID, which begins with 4 letters.
2. Enter your Credential/Token Code. This is the random, six-digit code that is displayed on your credential.
3. Create a 4-digit PIN and enter it twice to confirm it. You will use this PIN in conjunction with the random code generated by your Secure Token/Credential.

Serial Number / Credential ID:

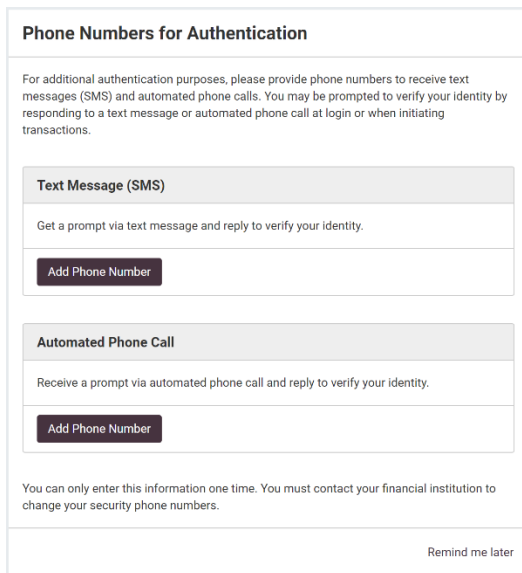
Token / Credential Code:

PIN:

Confirm PIN:

Follow the on-screen instructions to register your virtual token. When entering the 12-digit Credential ID do not enter any spaces, only the letters and numbers.

## Automated Call or Text



**Phone Numbers for Authentication**

For additional authentication purposes, please provide phone numbers to receive text messages (SMS) and automated phone calls. You may be prompted to verify your identity by responding to a text message or automated phone call at login or when initiating transactions.

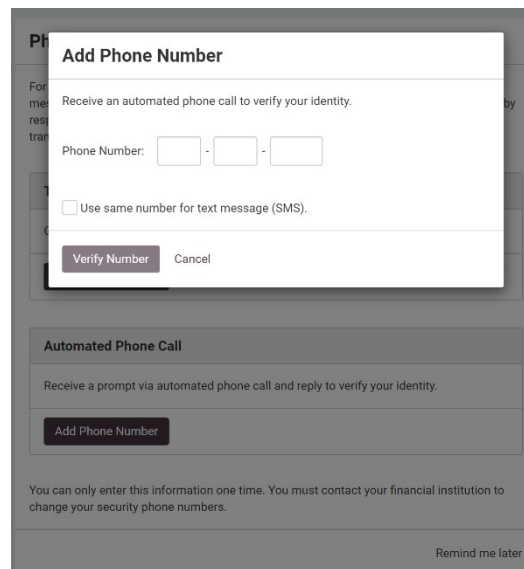
**Text Message (SMS)**

Get a prompt via text message and reply to verify your identity.

**Automated Phone Call**

Receive a prompt via automated phone call and reply to verify your identity.

You can only enter this information one time. You must contact your financial institution to change your security phone numbers.



**Add Phone Number**

Receive an automated phone call to verify your identity.

Phone Number:  -  -

☐ Use same number for text message (SMS).

**Automated Phone Call**

Receive a prompt via automated phone call and reply to verify your identity.

You can only enter this information one time. You must contact your financial institution to change your security phone numbers.

Users can choose either a phone call or a text, or both.

## User Menu



The User Menu is located in the upper right corner of the site in the dropdown menu next to your Login ID, and provides access to the following options:

- Profile and Preferences
  - User Information – personal information, phone, and mobile numbers
  - Security Preferences – password updates
- Notification Setup
  - Establish or change event notices generated by TMS
  - A mobile number must be on the user profile to receive text notices
- Log Off – to exit TMS

To the left of the user menu there are some useful links to important information.

The **Message Center** allows the user to send a secure email to the bank if there are any questions regarding services or activities. This should not be used for questions that need an immediate resolution – please call your banker for urgent issues.

Notifications is the delivery outlet when the user chooses “desktop notification” as their preference for alerts that are established under Notification Setup.

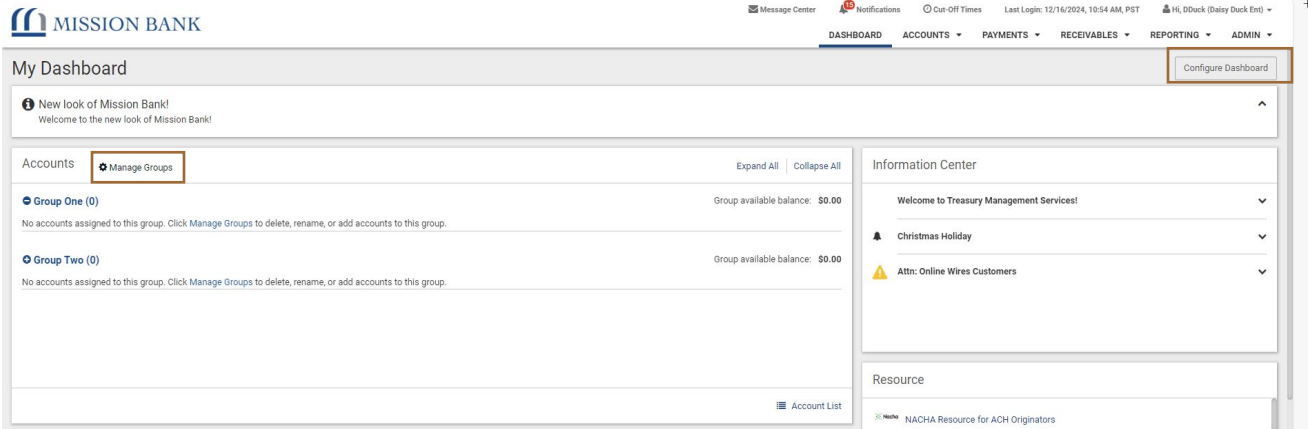
**Cut-off times** lists the deadlines for certain functions and services available in TMS.

## TMS Dashboard

Each user can organize and customize their own dashboard. The dashboard is made up of widgets, which can be added based on user needs and entitlements. The widgets provide at-a-glance information and, depending on your company’s services, the ability to act on items without going into the service menus.

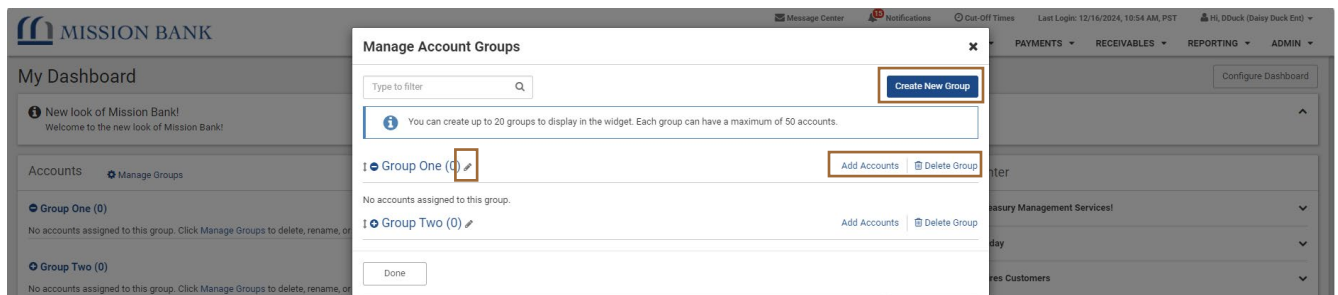
The Information Center is used for alerts and announcements, and it is recommended that users monitor it for new entries. The Resource widget has user guides for various services and functions on TMS, along with the bank’s holiday calendar.

The two key elements used to customize the dashboard are Manage Groups on the Accounts widget and Configure Dashboard – both are detailed below.



## Viewing Accounts

Accounts are added by clicking *Manage Groups* on the Accounts widget.



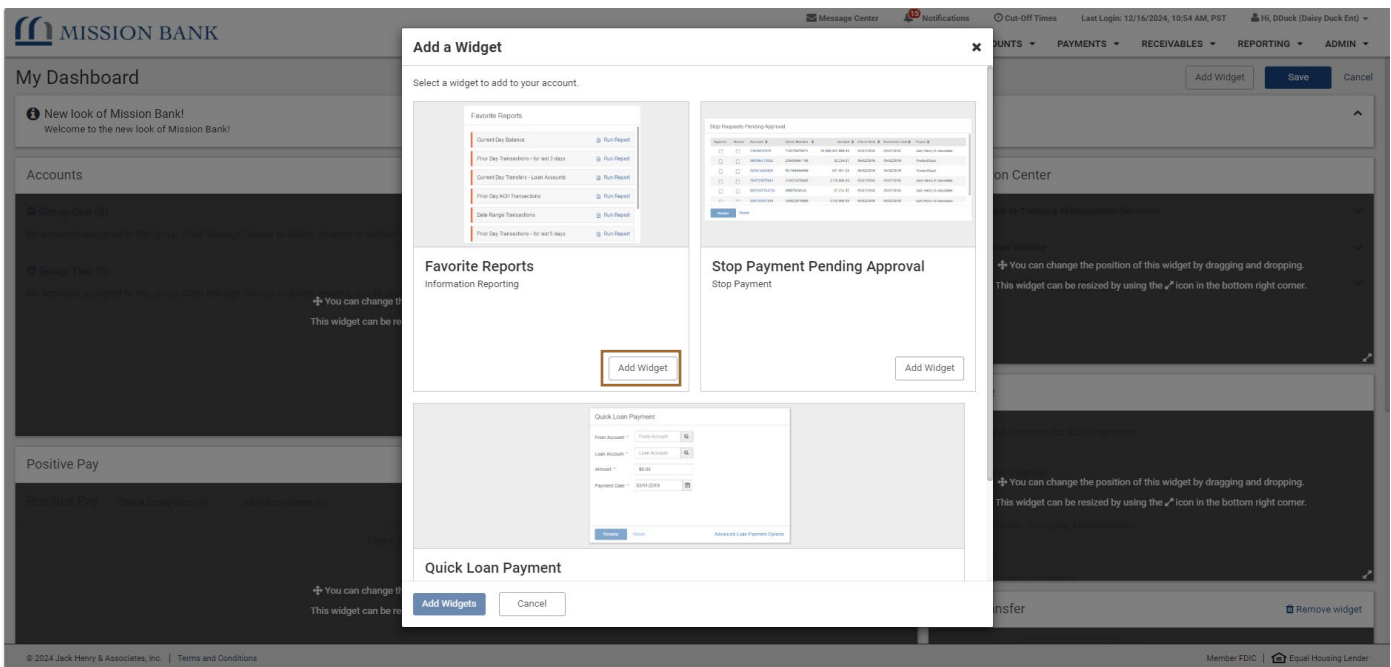
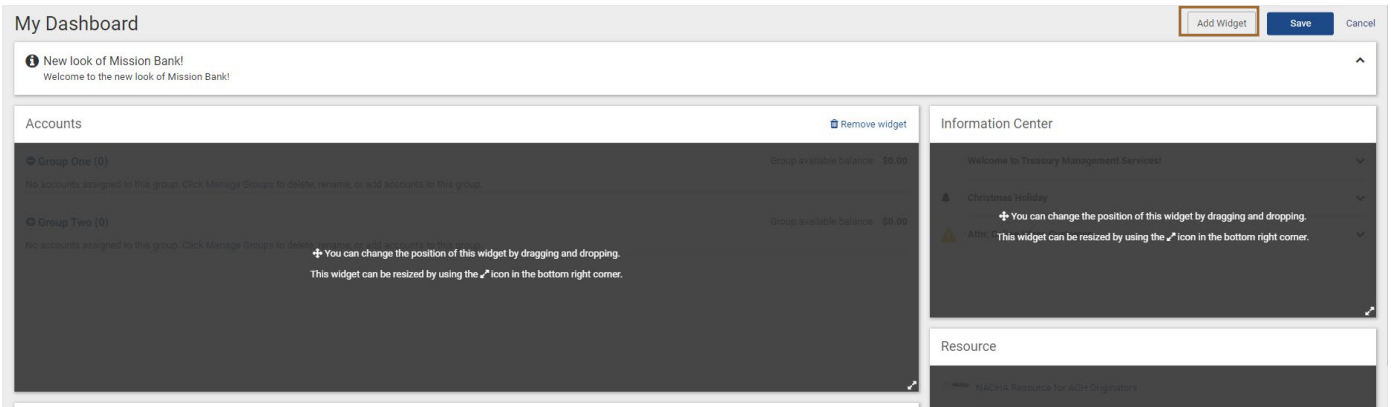
The user has several options within account groups:

- The number of groups is determined by the user – the default is two, but groups can be created or deleted
- The names of groups can be changed to reflect the user's preference
- Users choose which accounts are included in their dashboard groups (all accounts assigned to the user can be viewed in the Accounts menu)

## Customizing the Dashboard

The *Configure Dashboard* button allows the user to move, resize or delete the panels that appear. Simply click *Add Widget* and choose which panels should appear on the dashboard. Once the desired panels are chosen, they can be moved or resized according to user preference.





The available widgets are:

- Quick Transfer – ideal if money is frequently moved between accounts
- Favorite Reports – takes the user directly to the reports used most often
- Stop Payment Pending Approval – useful if placing stop payments is in dual control
- Positive Pay – manage check and/or ACH exceptions from a convenient location
- Payments Pending Approval – approve wire or ACH transactions in dual control
- Quick Loan Payment – easily pay down a line of credit

## Service Menus

Services for your company may vary from those shown.



The **Accounts** menu allows users to view account activity, download and print transactions, as well as perform transaction research when needed.

When there is transaction history on an account being moved to TMS, the previous 90 days of history will transfer to TMS and then the system will begin building a 24-month history archive.

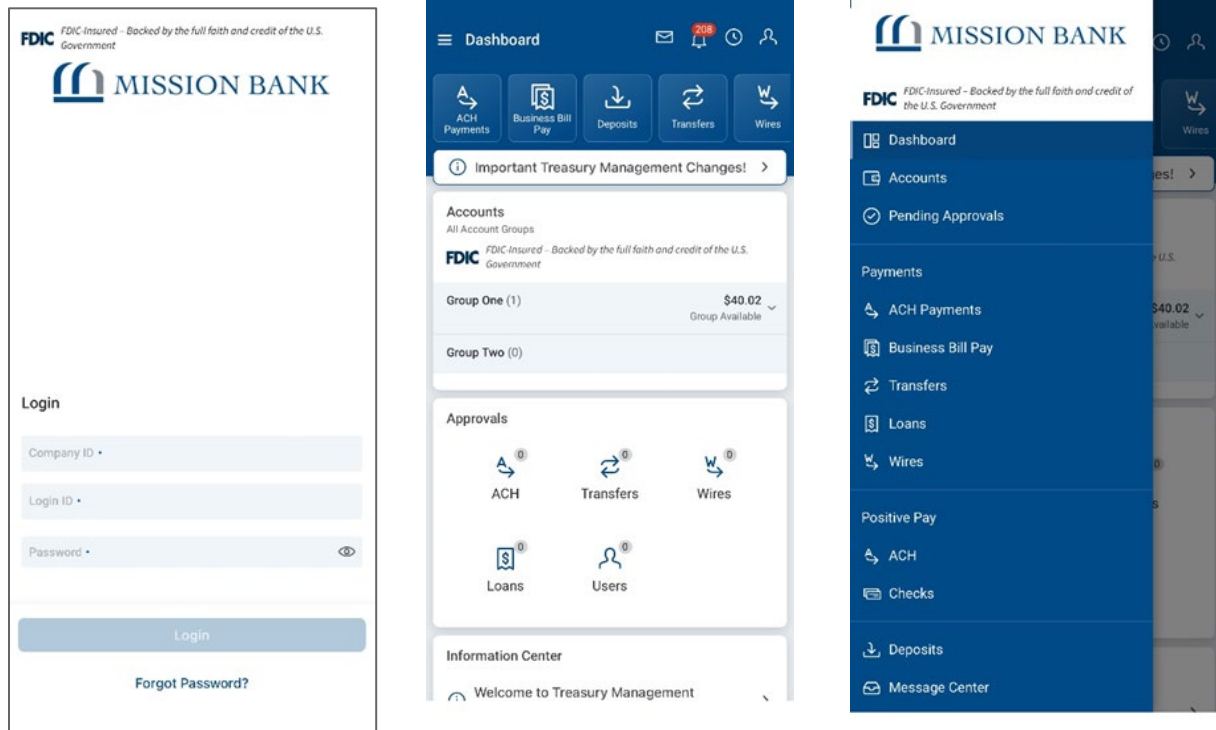
Within the **Payments** section are the sub-menus for: Transfers, Wires, ACH, Positive Pay, Stop Payment and Bill Pay. (Product-specific user guides are in the Resources widget of the dashboard.)

The single sign-on jump to Remote Deposit Capture is located under **Receivables**.

**Reporting** contains various report options plus Electronic Documents, which is where eStatements are located. When an existing company with eStatements converts from Online Banking or Online Cash Manager to Treasury Management Services, the eStatements will be carried over to the Treasury Management Services site

# TMS Mobile App

The TM mobile web app for TMS is a website that performs like a downloadable app. Scan the QR Code or head to: [TM Mobile Web App](#)



**iPhone Users.** To add the application to your home screen, select the share icon at the bottom of the screen and then select "Add to Home Screen".



**Android Users.** After you type in enter the URL, if you are prompted, select "Install" select Install if prompted.

**Note:** If you aren't prompted select install, simply tap the three dots icon from the browser and select Add to Home screen.

*Please Note: Users must configure their dashboard online before using the mobile app.*

Many of the features and services in online TMS are available on the mobile app:

- ACH payments can be created using an established template
- Domestic wires can be created using an established template
- Bill payments can be made to established payees
- Approvals can be made for services in dual control, such as wires
- Positive Pay exception decisions can be made (check and ACH)
- Mobile deposits can be made (for Remote Deposit Capture customers only)

# Common Login Errors

## Error 1006

### Transposed Company ID and Login ID

#### Login



An error occurred while processing your request. Please contact customer support with the reference number 1006

Input your Treasury Company ID and Treasury User ID to begin the enrollment process. You will be prompted to complete profile details, as well as select a user name and password.

Company ID \*

jkenney

Login ID \*

pacific



Submit

Reset

### Entering Login ID and Password

#### Login



An error occurred while processing your request. Please contact customer support with the reference number 1006

Input your Treasury Company ID and Treasury User ID to begin the enrollment process. You will be prompted to complete profile details, as well as select a user name and password.

Company ID \*

jkenney

Login ID \*

password



Submit

Reset

## Space before or after the Company ID or Login ID

### Login



An error occurred while processing your request. Please contact customer support with the reference number 1006

Input your Treasury Company ID and Treasury User ID to begin the enrollment process. You will be prompted to complete profile details, as well as select a user name and password.

Company ID \*

pacific

Login ID \*

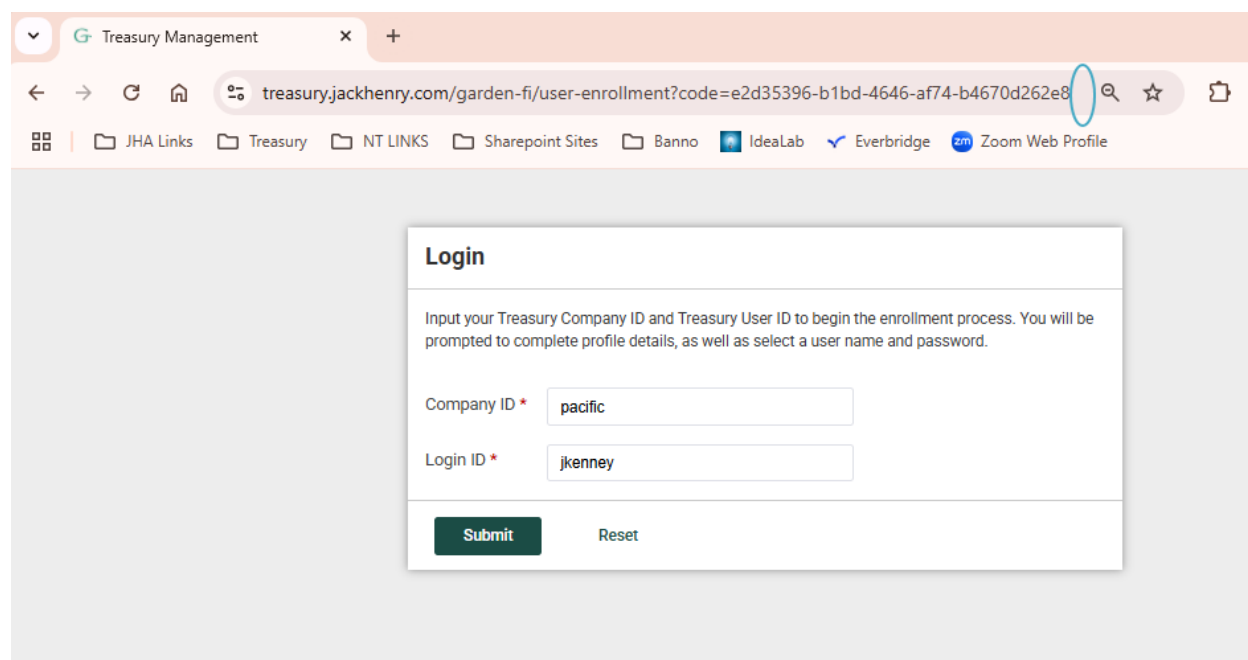
jkenney

Submit

Reset

## No Error Code

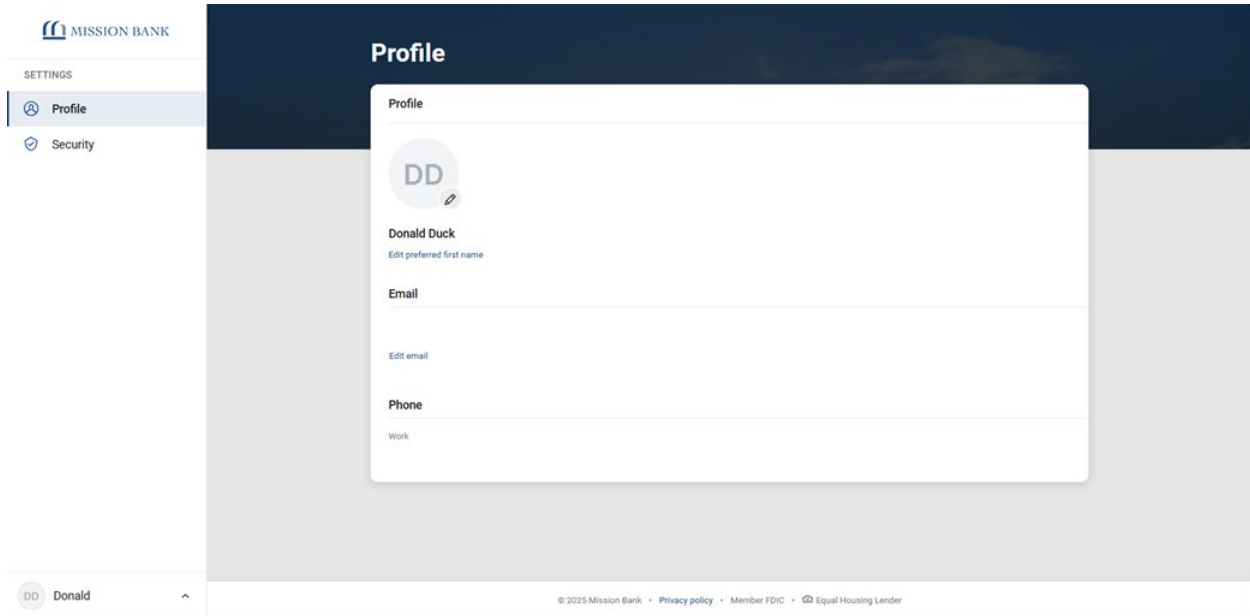
If the user copied and pasted the link, ensure that they captured all characters, or re-attempt by simply clicking the link. If characters are omitted, the initial screen will load, but no error will display when they enter their info and click Submit. The screen will remain the same.



## Wrong Screen error

If you experience a Profile screen after login you are not on the Treasury Management Platform. Our TM login screen and our Online banking login screen look the same, a common error is that you can be logged in to the online banking platform and not Treasury Management. You can tell which platform you are logged into by looking at the URL.

See examples below:



TM URL: Correct

