



Treasury Management Services Company Administrator Guide

Contents

Getting Started	1
User Administration	2
Adding Users.....	2
User Entitlements.....	4
Password Resets	6
Profile and Security Settings	7
Account Nicknames.....	9
Business Bill Pay	10
Enrollment	10
User Management.....	12
eStatements	13
Enrolling Accounts	14
Additional Recipients.....	15
User Access	15

Getting Started

Welcome to Treasury Management Services! Our website is www.missionbank.bank.

This guide gives the company administrators (Admins) of Treasury Management Services (TMS) an overview of user management, the optional Business Bill Pay feature, and electronic statements.

TMS has a companion web app that users can download to their mobile devices' homepage.

There is a *TMS Basics Guide* that provides an overview of TMS for new users, including configuring the dashboard of TMS and an overview of the TMS mobile app. *TMS Basics Guide* and other product-specific user guides are located in the Resource panel on the TMS dashboard screen.

Your Company ID and the users' Login IDs are provided by Mission Bank; each user should be given the Company ID, along with their Login ID, to prepare for the initial login. You will create your new mission bank ID (also known as Digital ID) for all subsequent logins.

A welcome email from CustomerService@MissionBank containing a link to enroll and establish a password and security profile will be sent to each new user. The Company ID and Login IDs are not case sensitive.

User & Access Management:

This feature allows businesses to control those who can access accounts and helps support proper internal controls.

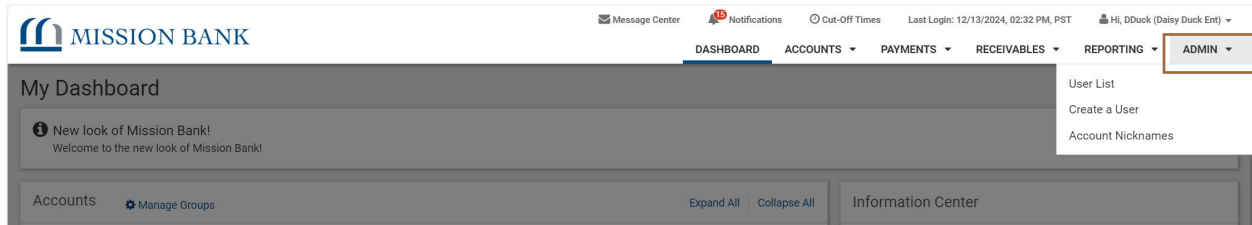
Admin: The admin role enables full user management including adding, removing, and setting entitlements. If an Admin does not have Super User authority, access to accounts and services will not be available.

Super User: The Super User role will entitle all available accounts and all available services to the user. If a Super User does not also have the admin role, no user management can be performed.

User: Users have view-only access unless the admin assigns them accounts, entitlements, and limits.

User Administration

The Admin menu is located in the upper right corner on the TMS dashboard.



Adding Users

There are two predefined roles in TMS – Admin and Super User.

- The **admin** role allows management of all users – adding, removing, and setting entitlements. Assigning the Admin role does not automatically grant any services or account entitlements to the user.
- The **Super User** role will automatically entitle all available accounts and all available services to the user; however, if a Super User does not also have the admin role, no user management can be performed.

A screenshot of the 'Create New User' form in the Mission Bank TMS. The form is titled 'Create New User' and has a 'Back to User List' link. It features a 'User Information' tab and a 'Copy User' button. The form fields include: Name (required), Login ID (required), Department, Email (required), Phone (required), Ext, Fax, Super User (toggle, currently inactive), and Admin (toggle, currently inactive). The 'Super User' and 'Admin' toggles are highlighted with a red box. At the bottom, there are 'Save Changes' and 'Reset' buttons.

If several users in the company will have the same online access to accounts, services, and limits, the Copy User feature will expedite the set-up process.

Please Note: Limits for transfers, ACH and wires must be established when adding each new user, including Admins and Super Users.

When adding a non-Super User, accounts and services must be added to the user from the menu options on the left. (Actual services may vary from those shown in the sample below.)

MISSION BANK

FDIC FDIC-insured - Backed by the full faith and credit of the U.S. Government

Message Center

Notifications

Out-Of Times

Last Login: 02/24/2025, 03:21 PM, PST

Hi, DonDuck (Daisy Duck Ent)

DASHBOARD

ACCOUNTS

PAYMENTS

REPORTING

ADMIN

Back to User List

Donald Duck, Jr. Status: Active

User Information

Account Access

IP Access

Time Access

ACCOUNT RECONCILIATION REPORTING

Entitlements

ACH

Entitlements

User Limits

POSITIVE PAY

Entitlements

REPORTING

Entitlements

Name: *
Donald Duck, Jr.

Login ID: *
DonJr

Department:

Email: *
donduckjr@missionbank.com

Phone: *
661 - 859 - 2500 Ext:

Fax:

MFA Blocked: No

Super User: ☐ INACTIVE

Admin: ☐ INACTIVE

The save button below applies to the current tab only. Once all tabs have been completed and saved, click the submit button at the top of the page.

Save Changes

Reset

Entitlements

TRANSFER/LOAN PAYMENT

Entitlements

User Limits

STOP PAYMENT

Entitlements

WIRE

Entitlements

User Limits

RECEIVABLES

Entitlements

INTEGRATED SERVICES

Entitlements

Initially, the menu options will be expanded; once the user settings have been determined, they can be collapsed to reduce the need to scroll up and down the screen.

ACH

Entitlements

User Limits

POSITIVE PAY

ACH

POSITIVE PAY

A few things to note regarding user settings:

Company Administrator Guide (4/2026)

3

- Account Access must be established before any other services can be set up
- IP Access and Time Access are optional settings to restrict access to TMS – they both default to unrestricted
- Many screens have a Toggle Row choice, which will select all the available options
- Settings to each service’s entitlements must be saved before moving to the next service
- When all entitlements have been set, clicking *Submit for Enrollment* will automatically send the enrollment email to the new user

User Entitlements

ACH Entitlements – in addition to entitlements, the user must be given access to ACH company profiles.

[Back to User List](#)

Donald Duck, Jr. Status: Active

User Information	ACH Entitlements														
Account Access	ACH Company Access: Daisy Duck Ent Manage ACH Companies														
IP Access	Restricted Batch ☒														
Time Access	ACH Templates														
ACCOUNT RECONCILIATION REPORTING	<table border="1"> <thead> <tr> <th></th> <th>Create ACH Template</th> <th>Full Edit ACH Template</th> <th>Partial Edit ACH Template</th> <th>Delete ACH Template</th> <th>Approve ACH Template</th> </tr> </thead> <tbody> <tr> <td>Toggle row</td> <td>☒</td> <td>☒</td> <td>☒</td> <td>☒</td> <td>☒</td> </tr> </tbody> </table>		Create ACH Template	Full Edit ACH Template	Partial Edit ACH Template	Delete ACH Template	Approve ACH Template	Toggle row	☒	☒	☒	☒	☒		
	Create ACH Template	Full Edit ACH Template	Partial Edit ACH Template	Delete ACH Template	Approve ACH Template										
Toggle row	☒	☒	☒	☒	☒										
Entitlements	ACH Payments														
ACH	<table border="1"> <thead> <tr> <th></th> <th>Create ACH Payment</th> <th>Full Edit ACH Payment</th> <th>Delete ACH Payment</th> <th>Approve ACH Payment</th> <th>Partial Edit ACH Payment</th> <th>File Upload Edit</th> </tr> </thead> <tbody> <tr> <td>Toggle row</td> <td>☒</td> <td>☒</td> <td>☒</td> <td>☐</td> <td>☒</td> <td>☒</td> </tr> </tbody> </table>		Create ACH Payment	Full Edit ACH Payment	Delete ACH Payment	Approve ACH Payment	Partial Edit ACH Payment	File Upload Edit	Toggle row	☒	☒	☒	☐	☒	☒
	Create ACH Payment	Full Edit ACH Payment	Delete ACH Payment	Approve ACH Payment	Partial Edit ACH Payment	File Upload Edit									
Toggle row	☒	☒	☒	☐	☒	☒									
Entitlements	Recipients														
User Limits	<table border="1"> <thead> <tr> <th></th> <th>Create Recipient</th> <th>Edit Recipient</th> <th>Delete Recipient</th> <th>Approve Recipient</th> </tr> </thead> <tbody> <tr> <td>Toggle row</td> <td>☒</td> <td>☒</td> <td>☒</td> <td>☒</td> </tr> </tbody> </table>		Create Recipient	Edit Recipient	Delete Recipient	Approve Recipient	Toggle row	☒	☒	☒	☒				
	Create Recipient	Edit Recipient	Delete Recipient	Approve Recipient											
Toggle row	☒	☒	☒	☒											
POSITIVE PAY	Review														
Entitlements	<table border="1"> <thead> <tr> <th></th> <th>ACH Notification of Change</th> <th>ACH Returns</th> </tr> </thead> <tbody> <tr> <td>Toggle row</td> <td>☒</td> <td>☒</td> </tr> </tbody> </table>		ACH Notification of Change	ACH Returns	Toggle row	☒	☒								
	ACH Notification of Change	ACH Returns													
Toggle row	☒	☒													
REPORTING															
Entitlements															

ACH User Limits must be assigned to all new users.

[Back to User List](#)

Donald Duck, Jr. Status: Active

User Information	ACH User Limits
Account Access	Product Daily Limit: \$15.00
IP Access	Daily Initiation Limit: \$15.00
Time Access	Approval Limit: \$15.00

Positive Pay Entitlements – there are separate screens to manage Check Positive Pay entitlements vs. ACH Positive Pay entitlements and ACH Filters.

Donald Duck, Jr. Status: Active Edit

User Information

Account Access

IP Access

Time Access

ACCOUNT RECONCILIATION REPORTING

Entitlements

Positive Pay Entitlements

[Check Exceptions](#) [ACH Exceptions](#) [ACH Filters](#)

Type to filter

Account Number	Account Name	Create ACH Filter	Edit ACH Filter	Delete ACH Filter	View ACH Filter
xx7878	Daisy Checking	☐	☐	☐	☐
xxx0059	Test 1	☐	☐	☐	☐

Wire Entitlements and Wire User Limits – must be assigned to all non-Super Users.

Donald Duck, Jr. Status: Active

User Information

Account Access

IP Access

Time Access

ACCOUNT RECONCILIATION REPORTING

ACH

POSITIVE PAY

REPORTING

TRANSFER/LOAN PAYMENT

STOP PAYMENT

WIRE

Entitlements

User Limits

Domestic Wire Entitlements

	Create Beneficiary	Edit Beneficiary	Approve Beneficiary	Delete Beneficiary
Toggle row	☒	☒	☒	☒

Account Entitlements

Type to filter

	Account Number	Account Name	Create Domestic Wire Payment	Edit Domestic Wire Payment	Delete Domestic Wire Payment	Approve Domestic Wire Payment	Create Wire Template	Edit Wire Template	Approve Wire Template	Delete Wire Template
Toggle all			☒	☒	☒	☐	☒	☒	☒	☒
Toggle row	xx7878	Daisy Checking	☒	☒	☒	☐	☒	☒	☒	☒

 The save button below applies to the current tab only. Once all tabs have been completed and saved, click the submit button at the top of the page.

[Save Changes](#) [Reset](#)

Integrated Services Entitlements – allows the user access to eStatements (for their entitled accounts) and/or Business Bill Pay.

Donald Duck, Jr. Status: Active

User Information

Account Access

IP Access

Time Access

Integrated Services

Product	User Has Access
Electronic Documents	☒
Electronic Bill Payment	☒

Receivables Entitlements – if the company subscribes to Mission Bank’s remote deposit capture (RDC) service, users can have single sign-on from TMS to the dashboard of RDC.

Back to User List

Donald Duck, Jr. Status: Active

User Information	Receivables Entitlements
Account Access	Remote Deposit Capture Entitlements
IP Access	User Has Access: ☒
Time Access	Username: * DonJr

For the single sign-on to operate correctly, the Username in TMS (above) and the name in the RDC ID (below) must be exactly the same – that creates the link from one program to the other.

Dashboard / Transactions / Collections / Admin / Users / Roles / Reports

Users / Add User

☒ Enabled ☐ Authorized Caller

Full Name *

User Name *

User Location

RDC ID *

Email Address

Auto Disable

Privileges for this User

Enabled	Privilege
☐	Administrator
☒	Customer Services
☐	File Processing

©1998-2020 Jack Henry & Associates, Inc. All rights reserved.

Add

Password Resets

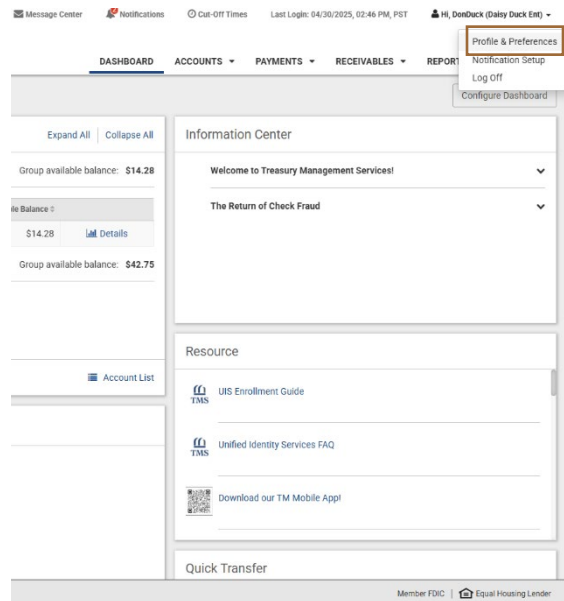
Users cannot lock themselves out. Admins can reset password for their users. If the user has forgotten their password. The next step under Actions is to reset the user’s password.

DonJr	Donald Duck, Jr.	Enrolled	☒ Actions
LuckyDuck	Lucky Duck Admin, Super User	Enrolled	View User Send Reset Password Link Edit User Copy User

Viewing 1 - 4 of 4

Profile and Security Settings

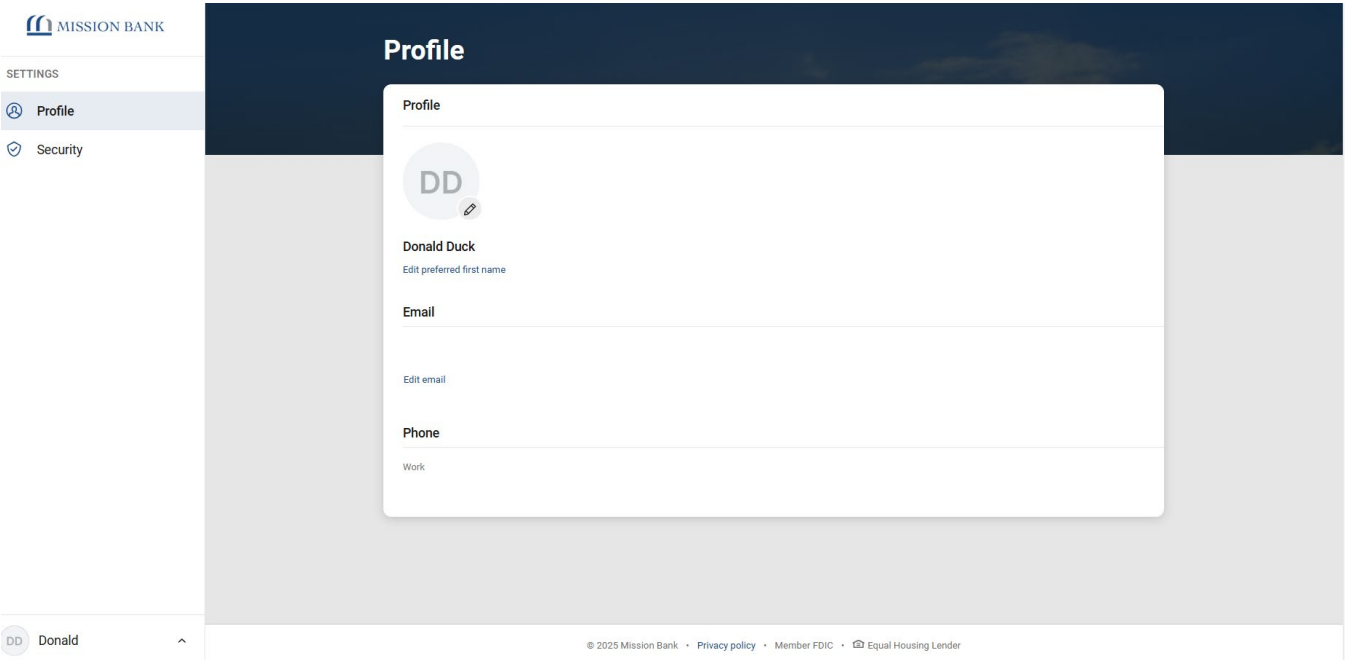
Users can make changes on their 2FA, password, Digital ID, etc. If they want to change any type setting for their profile or security. To make the change click on profile drop down at the top right corner and the user will click on “Profile & Preferences”. User will need to re-enter their credentials.



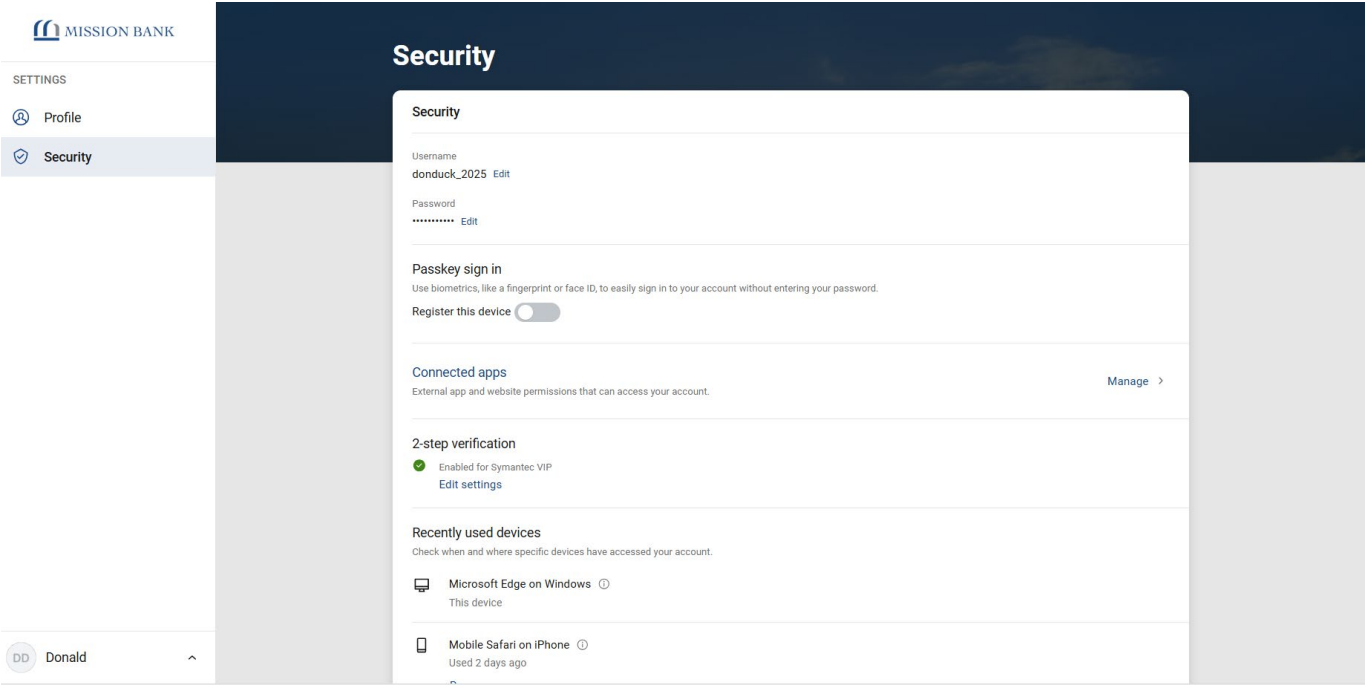
User will see “My Profile” page, next click on “Security and Password Settings”.

A screenshot of the 'My Profile' page in the Mission Bank system. The page is titled 'User Information' and contains fields for Name, TM User ID, Digital ID, Email, Phone #, Mobile #, and Fax #. Below this is the 'Security Preferences' section, which is highlighted with a red box. Inside 'Security Preferences', there is a sub-section 'Security and Password Settings' also highlighted with a red box. This section includes radio buttons for 'Account Nicknames' and 'Account Numbers', a toggle for 'Account Number Masking' (set to 'Active'), and a 'Preferred Method of Verification' section with radio buttons for 'Text Message' and 'Automated Phone Call'. At the bottom of the form are 'Save' and 'Cancel' buttons.

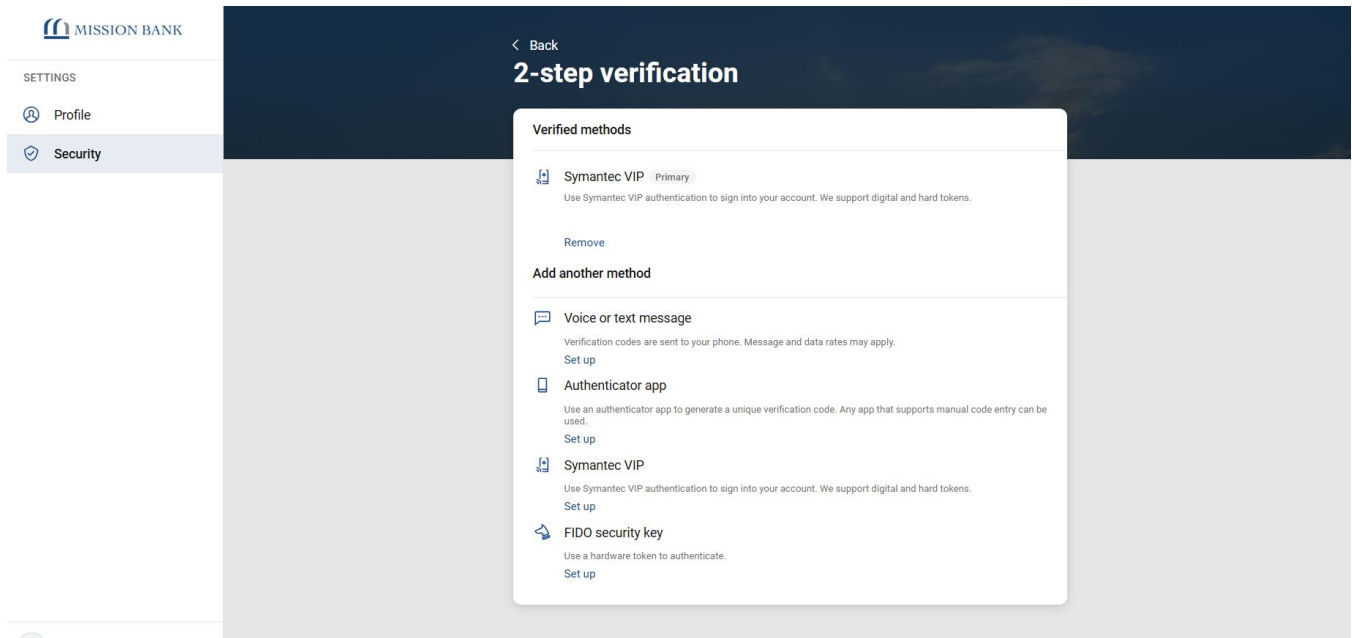
Once you the user has entered their credentials they will be taken to the Profile page.



Select Security tab. Here the user can update their login info, 2FA, and remove any devices from their history.

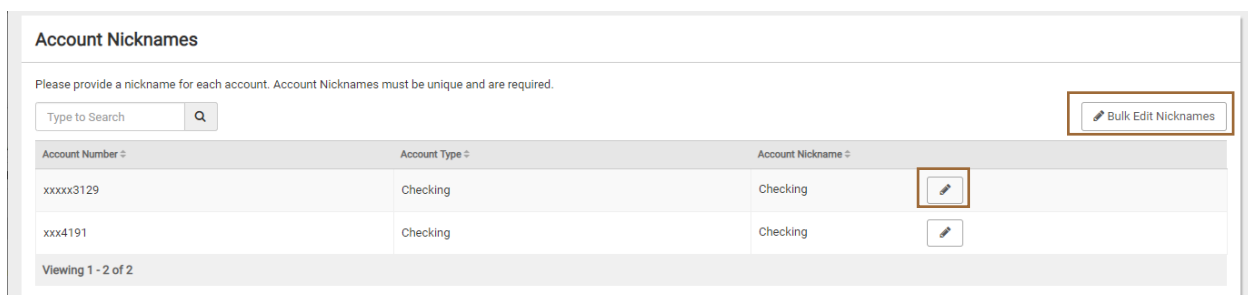


For editing 2FA, the user can add other methods of verification and set multiple verification methods, or they can switch their 2FA verification Method.



Account Nicknames

Accounts are onboarded into TMS with generic titles and need to be renamed for identification purposes. Account nicknames are in the Admin menu. Admins can assign names to accounts, either individually or using bulk edit, and those names will be displayed for all users.



Business Bill Pay

Business Bill Pay is in the **Payments** menu.

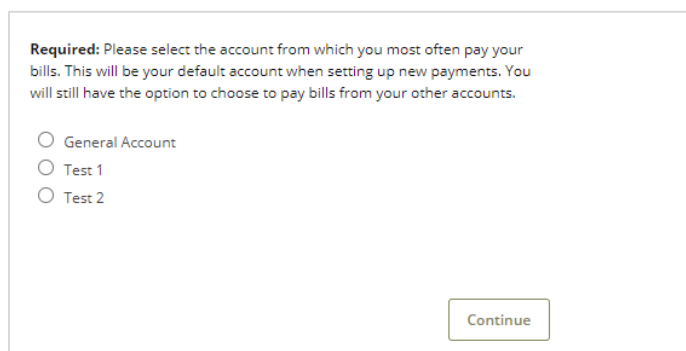
If Business Bill Pay (BBP) is activated, Super Users automatically have the entitlement to access it. Other users must have the Electronic Bill Payment entitlement in Integrated Services (see *User Entitlements* above).

Within BBP, Admins can control which payments the users can make, assign maximum payment amounts, and determine if payments must be approved by another user. User entitlements for Bill Pay are managed separately from user entitlements in TMS.

Refer to the *Business Bill Pay User Guide*, located in the Resource panel of the TMS dashboard, for detailed information on making and managing bill payments.

Enrollment

The service is activated by an Admin clicking Business Bill Pay in the Payments menu. The default account is chosen upon activation. Other accounts can be added by going to Options > Manage Bill Pay Accounts.



Required: Please select the account from which you most often pay your bills. This will be your default account when setting up new payments. You will still have the option to choose to pay bills from your other accounts.

☐ General Account

☐ Test 1

☐ Test 2

Continue

After activation, the Admin (and each user that has been entitled) must establish a profile for themselves, including:

- Challenge Questions and Answers – when performing certain activities, such as adding a new payee, a challenge question will be presented, which must be answered.
- Disclosure acceptance – some key features of the site are listed and the “I accept” button needs to be clicked to proceed into the bill pay site.

Before you get started...

Complete challenge prompts

Business Bill Pay requires the following challenge questions and answers:

Challenge question

select phrase

Challenge question

select phrase

Challenge question

select phrase

Challenge question

select phrase

Provide security key

The Security Key is a code you create, not a password. It signifies your authentic bill pay site. The Security Key will display briefly with each login. Enter your combination of letters and numbers to display.

Security key

Security key

Confirm security key

Confirm security key

Accept disclosure change

Print

Welcome to Mission Bank's Business Bill Pay service!

To ensure smooth processing, we want to highlight the following key points.

Payments:

Single Payments. A single payment will be processed on the business day (generally Monday through Friday, except certain holidays) that you designate as the payment's processing date, provided the payment is submitted prior to

Need help?

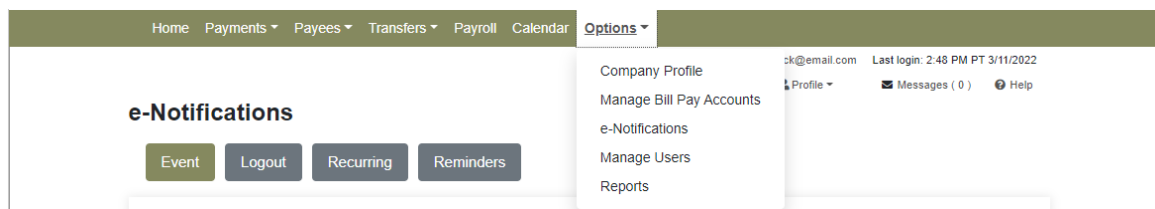
1-888-965-7783

Company Administrator Guide (4/2026)

11

User Management

Users are entitled within Business Bill Pay for the functions they can perform by going to Options > Manage Users.



Please Note: A new user must select Business Bill Pay and create their challenge questions and answers before their name appears in Manage Users, where they can be given entitlements in BBP.

The Primary User (in all caps) will always be the company profile, then the individual users will be listed. No permission settings need to be made for the Primary User.

A screenshot of the 'Manage users' page in the Business Bill Pay application. The page shows a table of users with columns for Last name, First name, User ID, and Last login. There are two users listed: 'DAISY MARIE DUCK' (Primary User) and 'Duck Daisy'. Both users have 'Edit' and 'Permissions' links next to them. The top navigation bar is the same as in the previous screenshot, and the user profile on the right shows 'Welcome: Daisy Duck' and 'huebnerc@missionbank.com'.

The users' personal information, such as name, email address, etc., can be edited and user permission settings should be determined.

Home Payments Payees Transfers Payroll Calendar Options

Welcome: Daisy Duck huebner@missionbank.com Last login: 7:35 PM ET 1/27/2022

Profile Messages (0) Help

User Information

User name Donald Duck, Jr.

User type Custom

Restore Permissions

To edit permissions: Use the tabs below to add or remove permissions. The current permissions will be pre selected.

User information Payments & payroll Transfers Payees Options Message center Approve authority

Current Permissions

→ Payments ✓ Schedule Bill Payments (all) ✓ Schedule Email Payments(all) ✓ Establish Payment Caps(all) ✗ Tax Payments ✓ Designate Pay From Accounts ✓ Payment History → Payroll ✓ Payroll Deposits ✓ Add Employees → Transfers ✓ Add Transfer Accounts ✓ Schedule Transfers (all) ✓ Establish Transfer Caps (all) ✓ Transfer History → Payees ✓ Manage Payees	→ Options ✓ Access Reports ✗ Update Company Info ✗ Manage Billpay Users ✓ Manage Pay From Accounts ✓ Schedule Reminders → Message Center ✓ Access Message Center → Approve Authority ✗ Approve Transactions
--	--

Admin user list

© Copyright 2022 Version 2.0

If a new account is added after the initial set-up, the account needs to be added to Designate Pay from Accounts for all users authorized to make either payments or transfers from the new account.

eStatements

As an alternative to paper, and to eliminate the risk of mail loss or theft, electronic statements with images are available online. To enroll, an Admin must click on *Electronic Documents* in the **Reporting** menu and complete the enrollment screen.

MISSION BANK

Message Center Notifications Cut-Off Times Last Login: 07/07/2020, 03:29 PM, PST Hi, dduck

DASHBOARD ACCOUNTS PAYMENTS RECEIVABLES REPORTING ADMIN

ENROLLMENT EMAIL SETTINGS DISCLOSURES

You may choose to receive your statements for your account(s) delivered via email and made available online through this site. To enroll your account(s) please follow the steps outlined below:

- Account(s) and Document Enrollment

All available documents for all active accounts. Details
- Please review the following email address. If not correct, please update it in the space shown.

dduck@missionbank.com

Additional Recipients

eStatements can also be sent securely to outside email addresses, such as to an accountant or other interested party. Choose which accounts and documents should go to outside recipients, create a Username and Access PIN, and provide them to the additional recipient.

ESTATEMENTS/NOTICES	SIGN UP/CHANGES	EMAIL SETTINGS	ADDITIONAL RECIPIENTS	DISCLOSURES
---------------------	-----------------	----------------	-----------------------	-------------

You currently have no Additional Recipients. Please be aware that additional recipients will see your check images and security phrase. Username is the log-in name the additional recipient will use when signing in to view the statement and/or document. It may not contain spaces or special characters. The Access Pin is the recipient's password and must be between 8 and 12 characters in length, containing both alpha and numeric characters. It is case sensitive and will expire every 6 months.

[Add Additional Recipients](#)

ESTATEMENTS/NOTICES	SIGN UP/CHANGES	EMAIL SETTINGS	ADDITIONAL RECIPIENTS	DISCLOSURES
---------------------	-----------------	----------------	-----------------------	-------------

Username	Email Address	Access PIN	
donduck	donduck@missionbank.coi	*****	Save Cancel

[Add Additional Recipients](#)

ESTATEMENTS/NOTICES	SIGN UP/CHANGES	EMAIL SETTINGS	ADDITIONAL RECIPIENTS	DISCLOSURES
---------------------	-----------------	----------------	-----------------------	-------------

Username	Email Address	
donduck	donduck@missionbank.com	Edit Assign Documents Delete

[Add Additional Recipients](#)

An email is sent to additional recipients notifying them the statements are ready for retrieval. The user then logs in to a secure site using their assigned credentials and can save or print statements and check images.

The PIN for an additional recipient expires every 6 months; an Admin can create new PINs.

User Access

Super Users will automatically receive entitlement to eStatements on all accounts that were enrolled.

Admins can grant non-Super Users access to eStatements using the Integrated Services entitlement (see *Admin Menu > Add/Edit User* above). All accounts assigned to the user's access and that are enrolled in eStatements will be available.