MISSION BANK

Treasury Management Services
Company Administrator Guide

Contents

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.

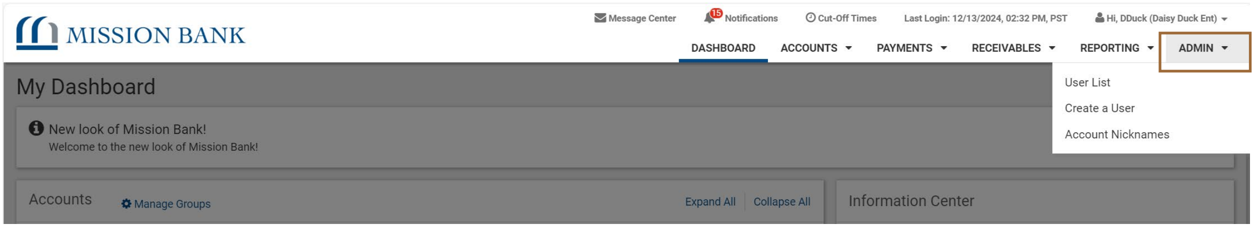
Admin: The admin role enables full user management including adding, removing, and setting entitlements. If an Admin does not have Super User authority, access to accounts and services will not be available.

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

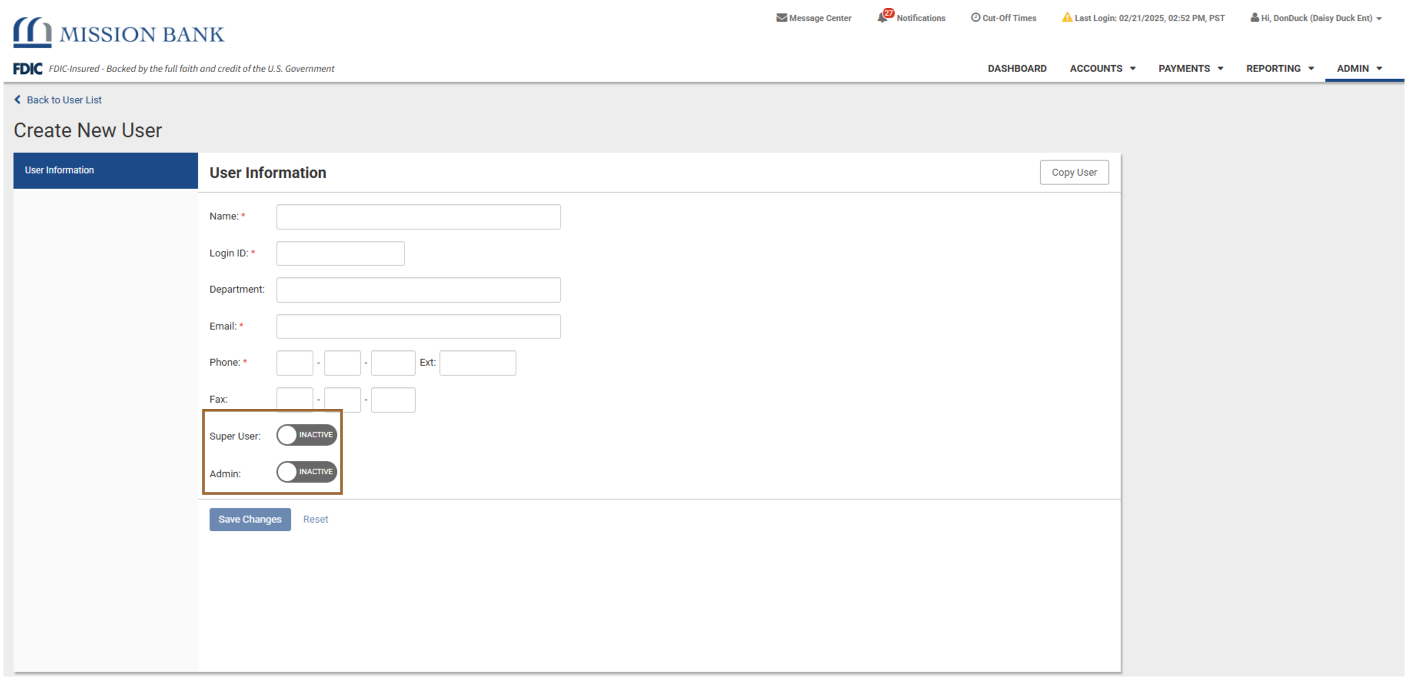
The Admin menu is located in the upper right corner on the TMS dashboard.



Adding Users

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

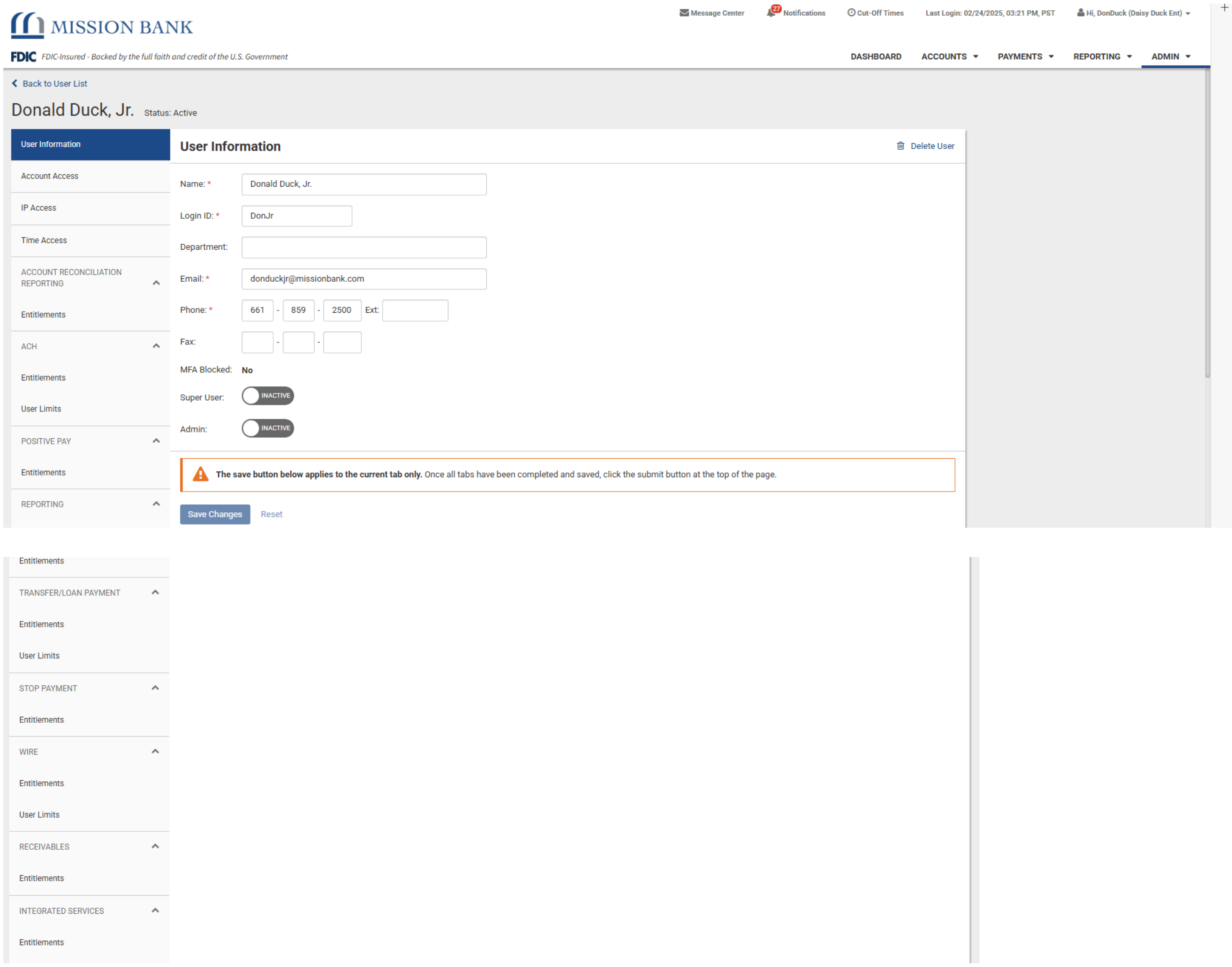
- The **admin** role allows management of all users – adding, removing, and setting entitlements. Assigning the Admin role does not automatically grant any services or account entitlements to the user.
- The **Super User** role will automatically entitle all available accounts and all available services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



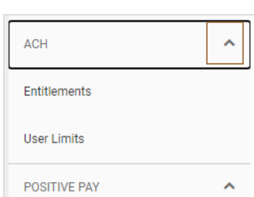
If several users in the company will have the same online access to accounts, services, and limits, the Copy User feature will expedite the set-up process.

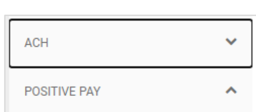
__Please Note:__ Limits for transfers, ACH and wires must be established when adding each new user, including Admins and Super Users.

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.)



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.



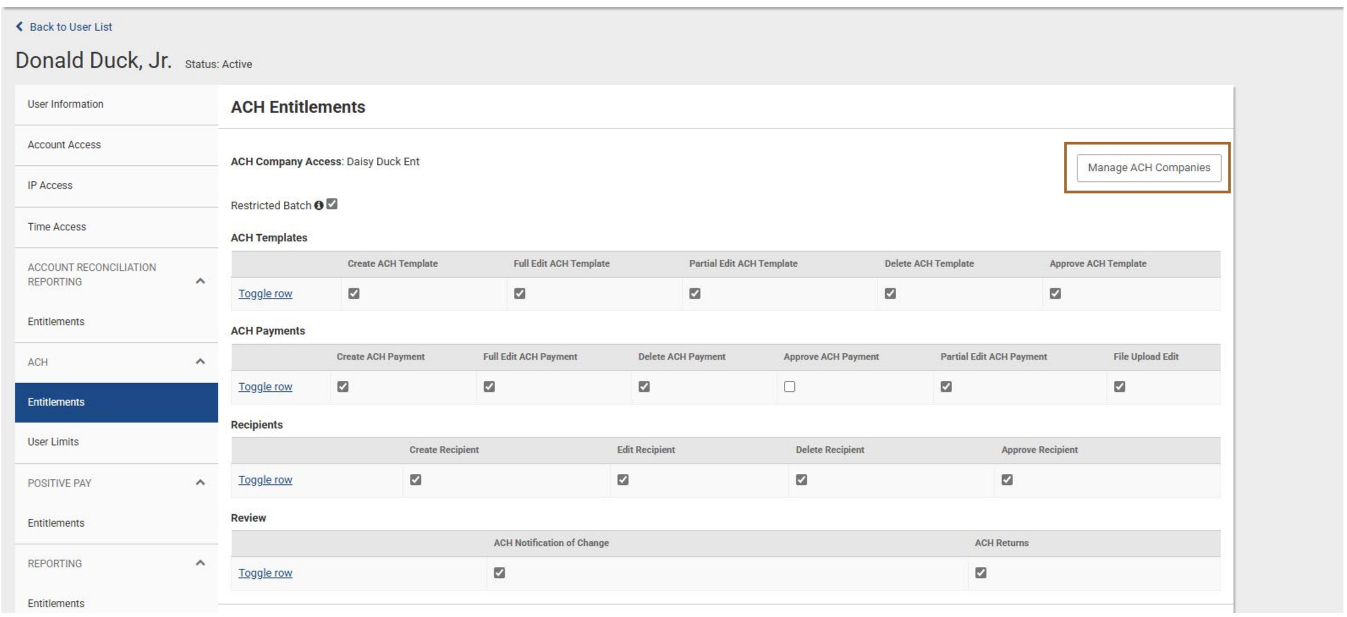


A few things to note regarding user settings:

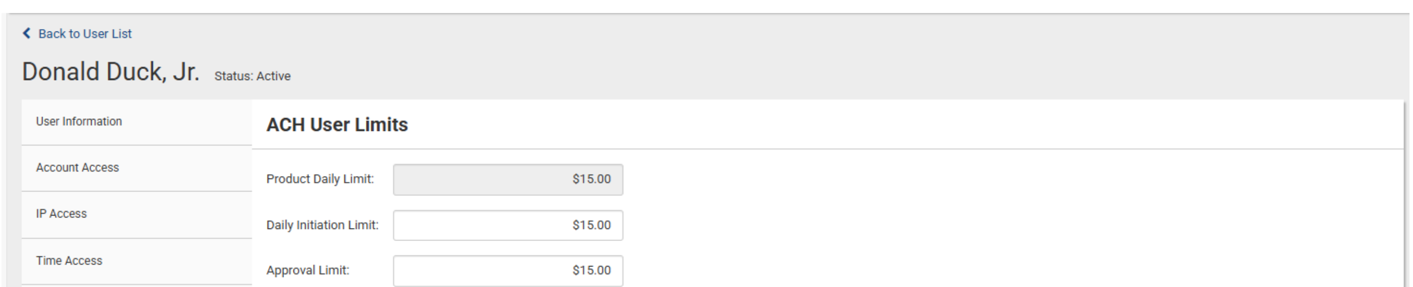
- Account Access must be established before any other services can be set up
- IP Access and Time Access are optional settings to restrict access to TMS – they both default to unrestricted
- Many screens have a Toggle Row choice, which will select all the available options
- Settings to each service's 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

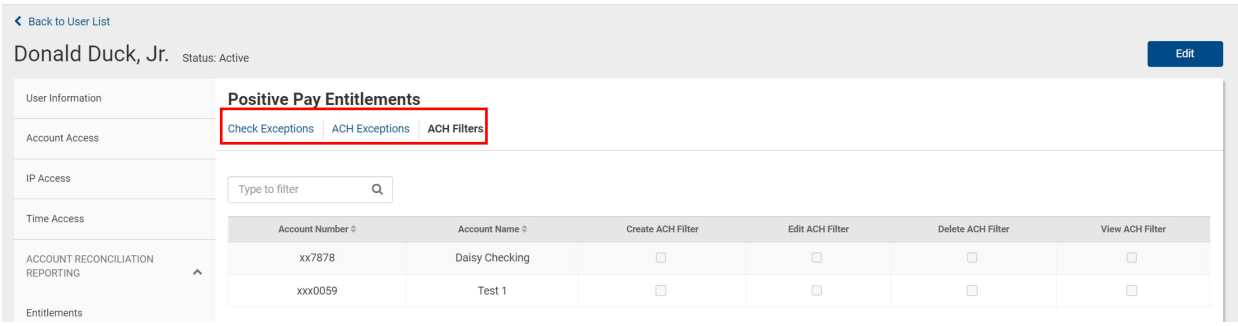
ACH Entitlements – in addition to entitlements, the user must be given access to ACH company profiles.



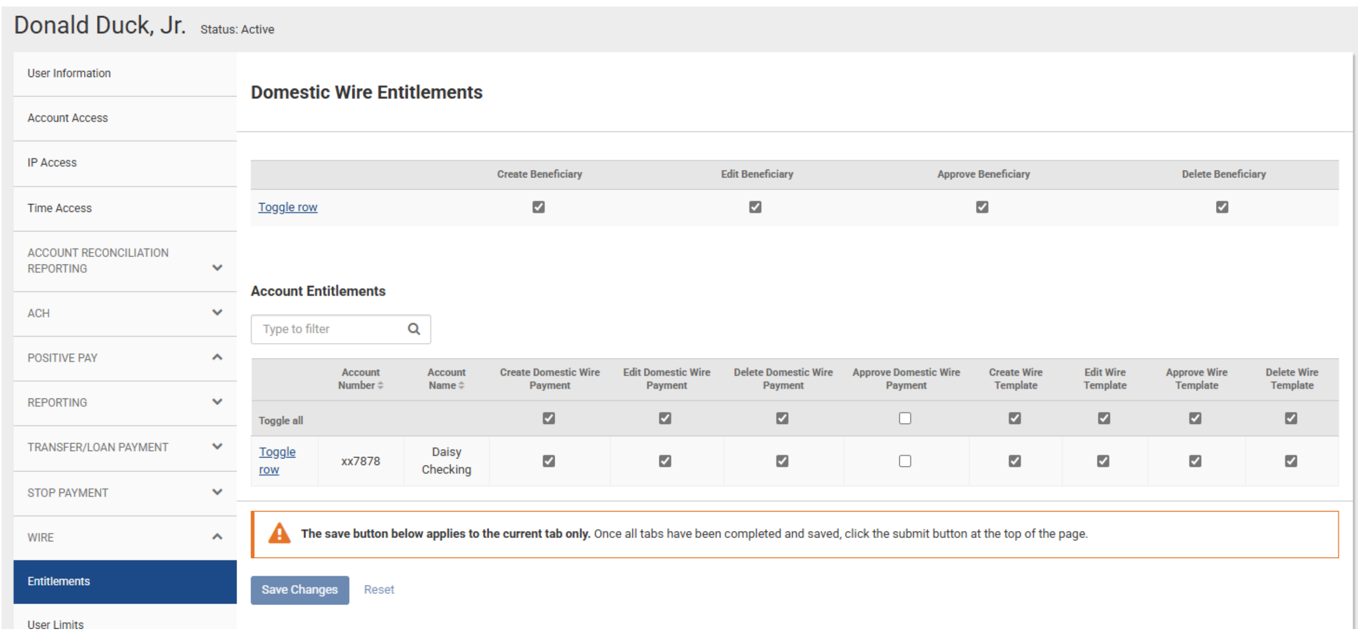
ACH User Limits must be assigned to all new users.



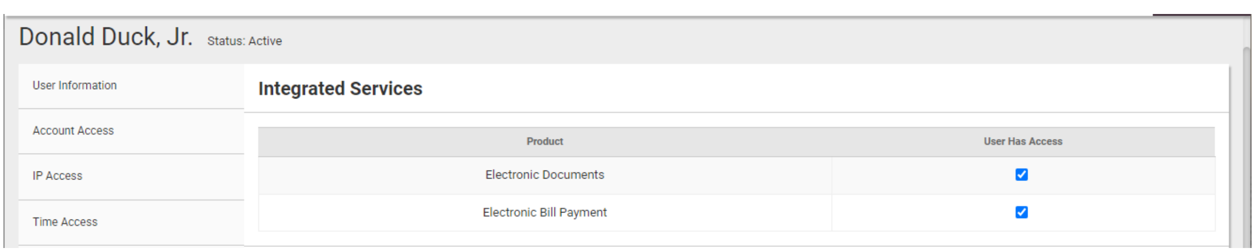
Positive Pay Entitlements – there are separate screens to manage Check Positive Pay entitlements vs. ACH Positive Pay entitlements and ACH Filters.



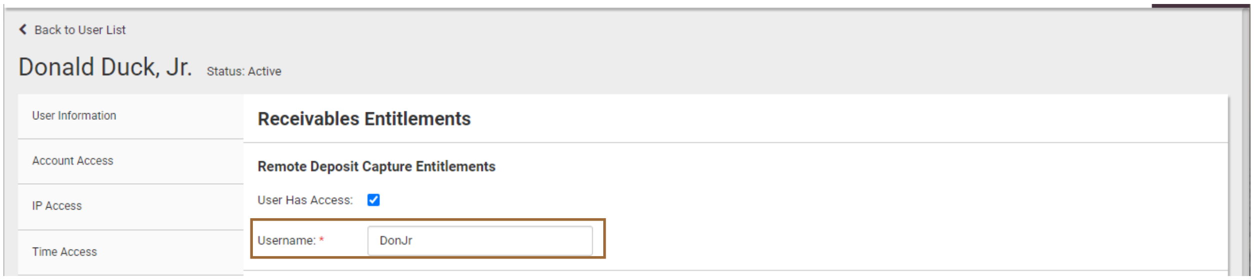
Wire Entitlements and Wire User Limits – must be assigned to all non-Super Users.



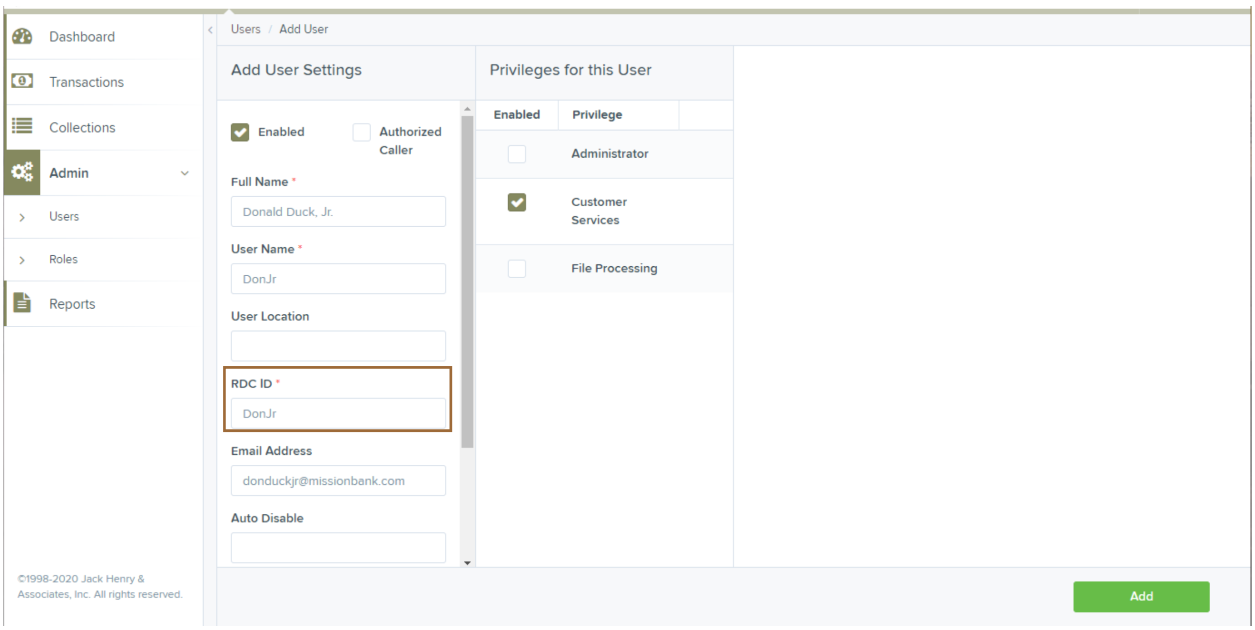
Integrated Services Entitlements – allows the user access to eStatements (for their entitled accounts) and/or Business Bill Pay.



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.

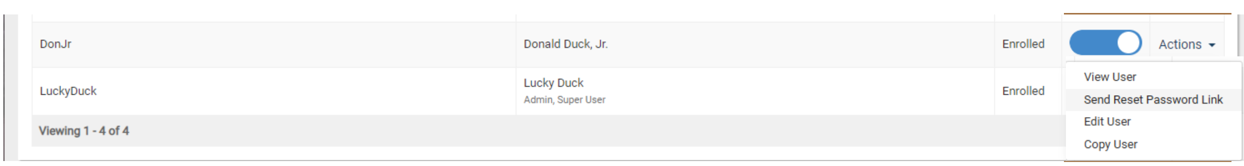


For the single sign-on to operate correctly, the Username in TMS (above) and the name in the RDC ID (below) must be <u>exactly</u> the same – that creates the link from one program to the other.



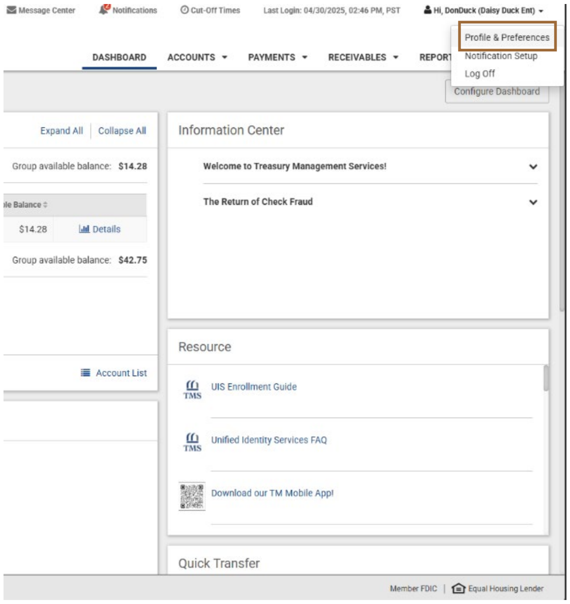
Password Resets

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.

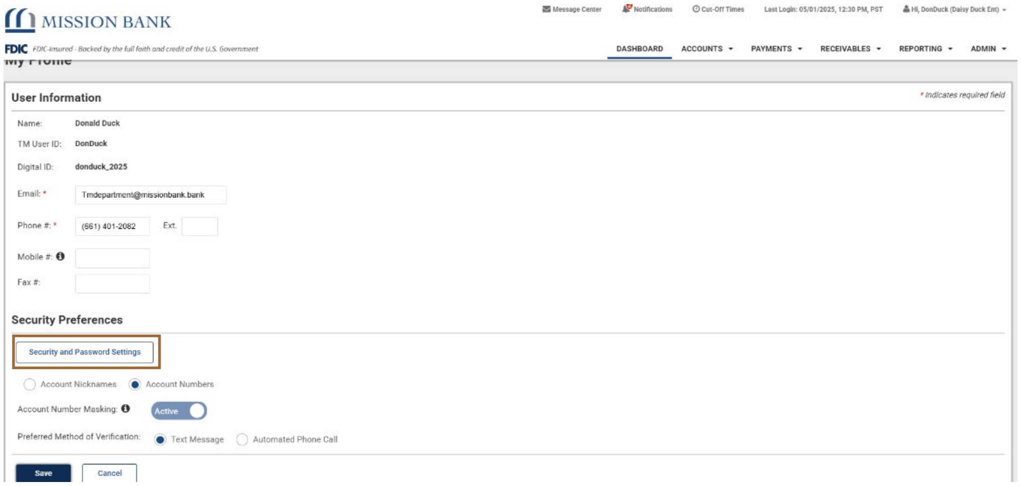


Profile and Security Settings

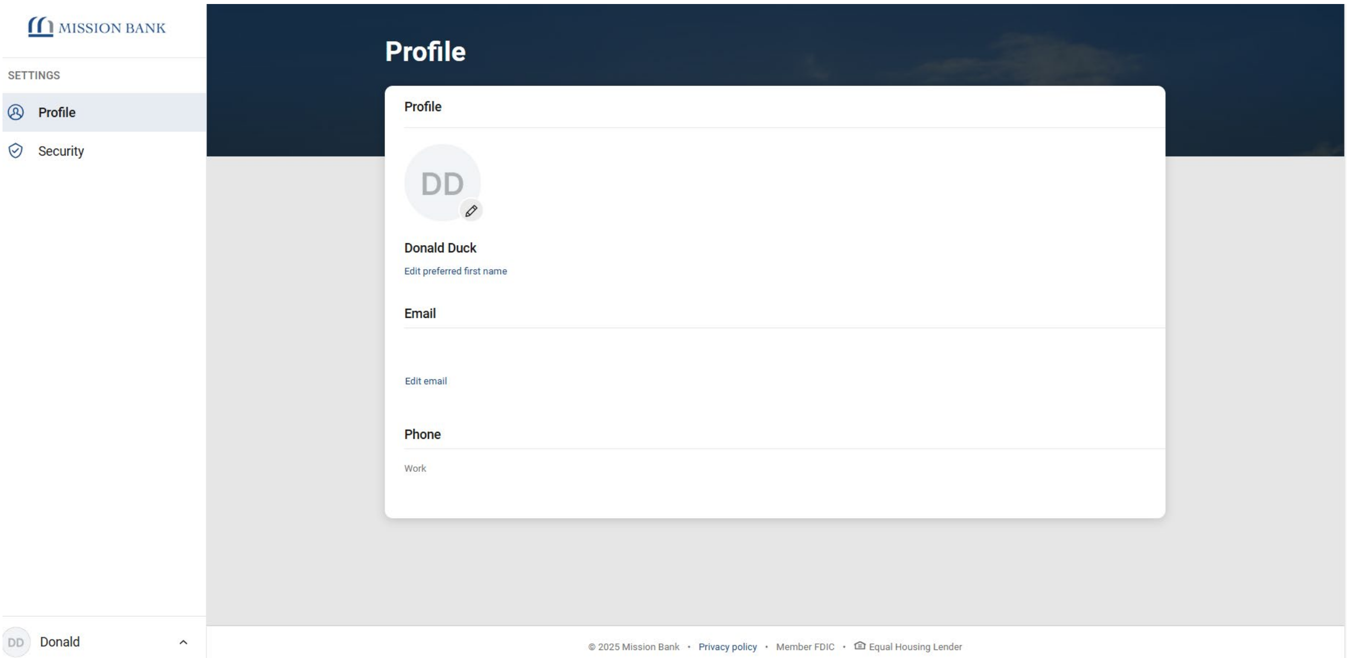
Users can make changes on their 2FA, password, Digital ID, etc. If they want to change any type setting for their profile or security. To make the change click on profile drop down at the top right corner and the user will click on “Profile & Preferences”. User will need to re-enter their credentials.



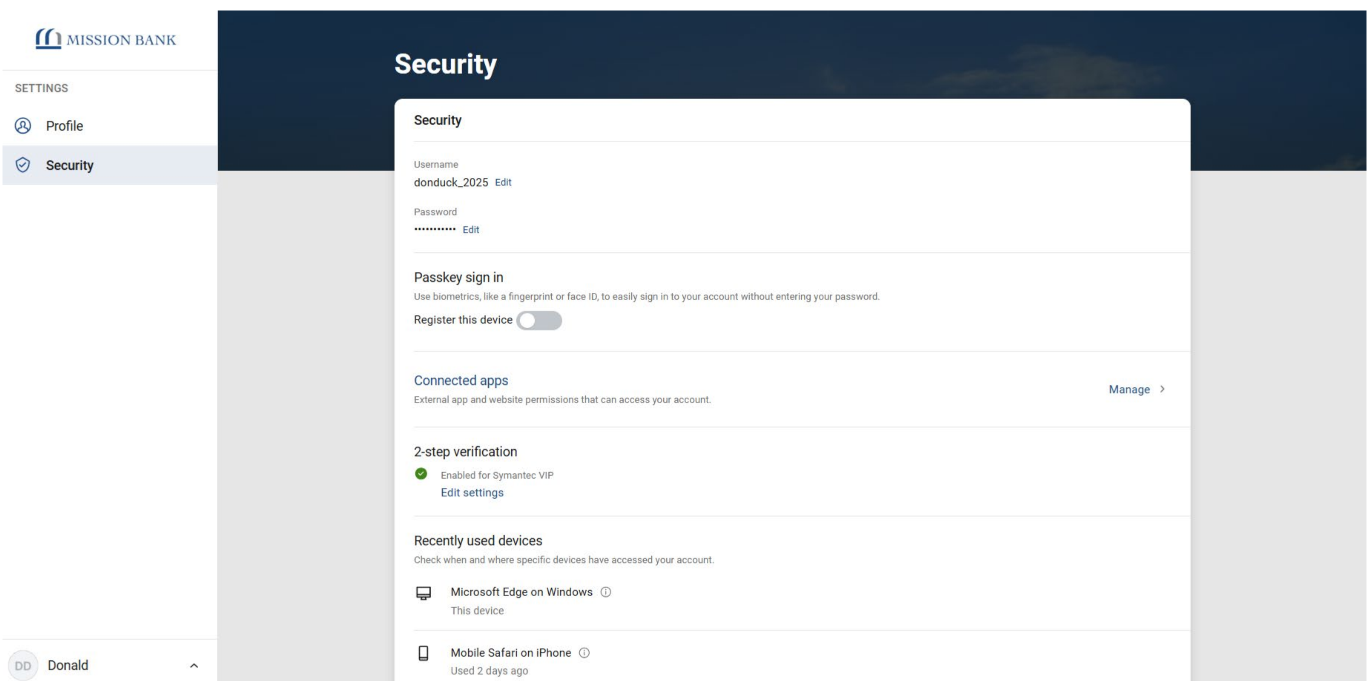
User will see “My Profile” page, next click on “Security and Password Settings”.



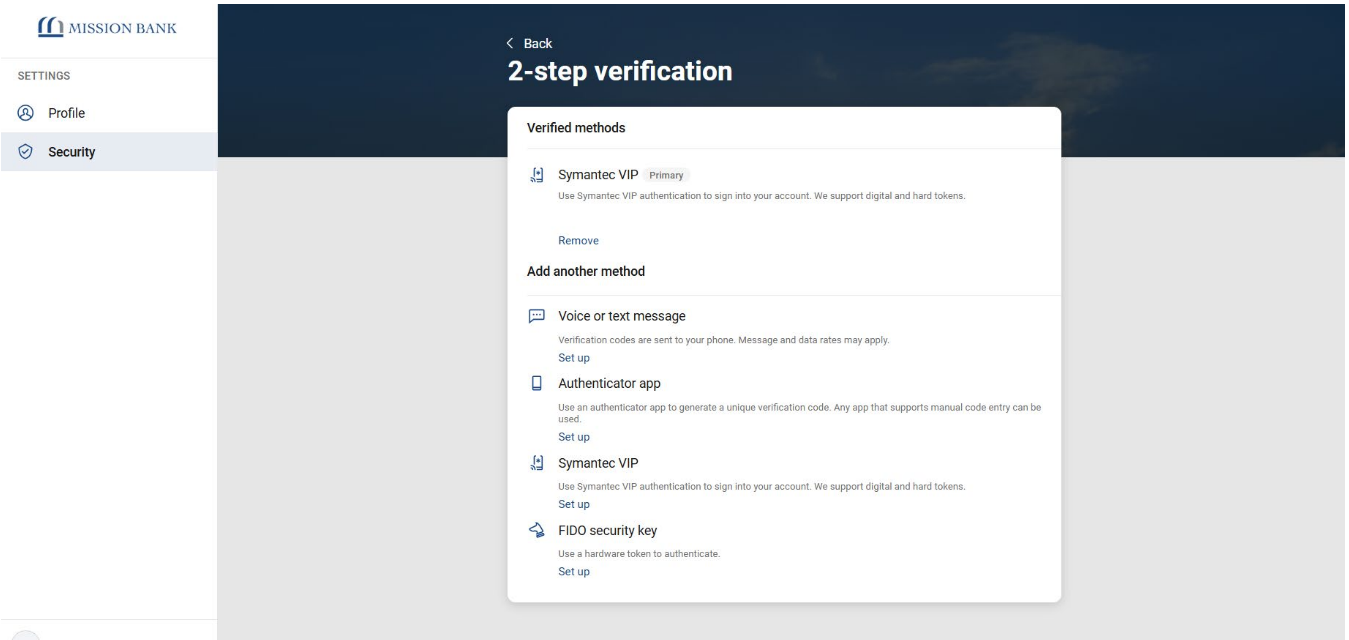
Once you the user has entered their credentials they will be taken to the Profile page.



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

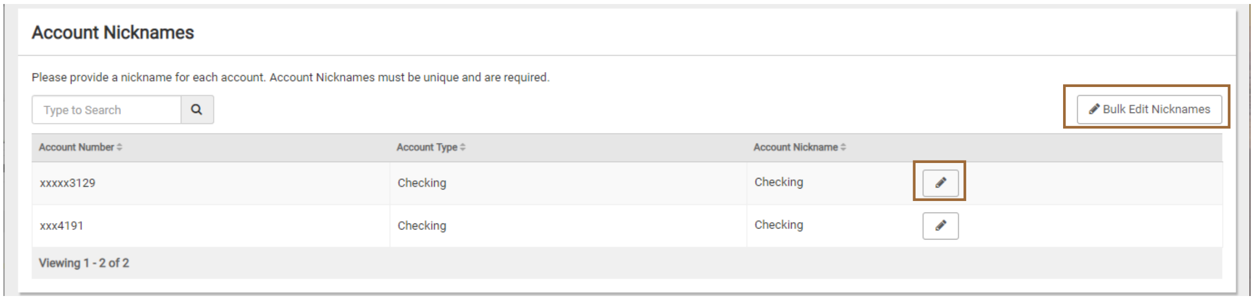


For editing 2FA, the user can add other methods of verification and set multiple verification methods, or they can switch their 2FA verification Method.



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.

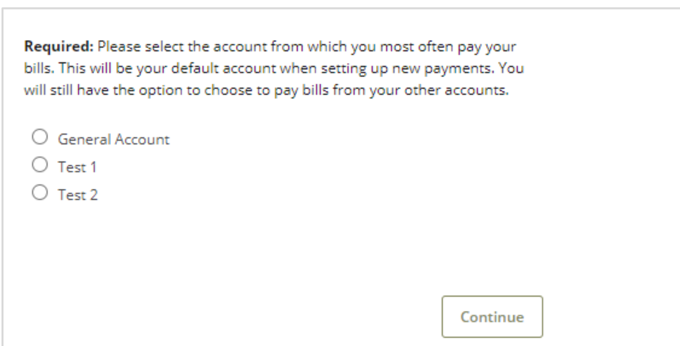
If Business Bill Pay (BBP) is activated, Super Users automatically have the entitlement to access it. Other users must have the Electronic Bill Payment entitlement in Integrated Services (see *User Entitlements* above).

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.

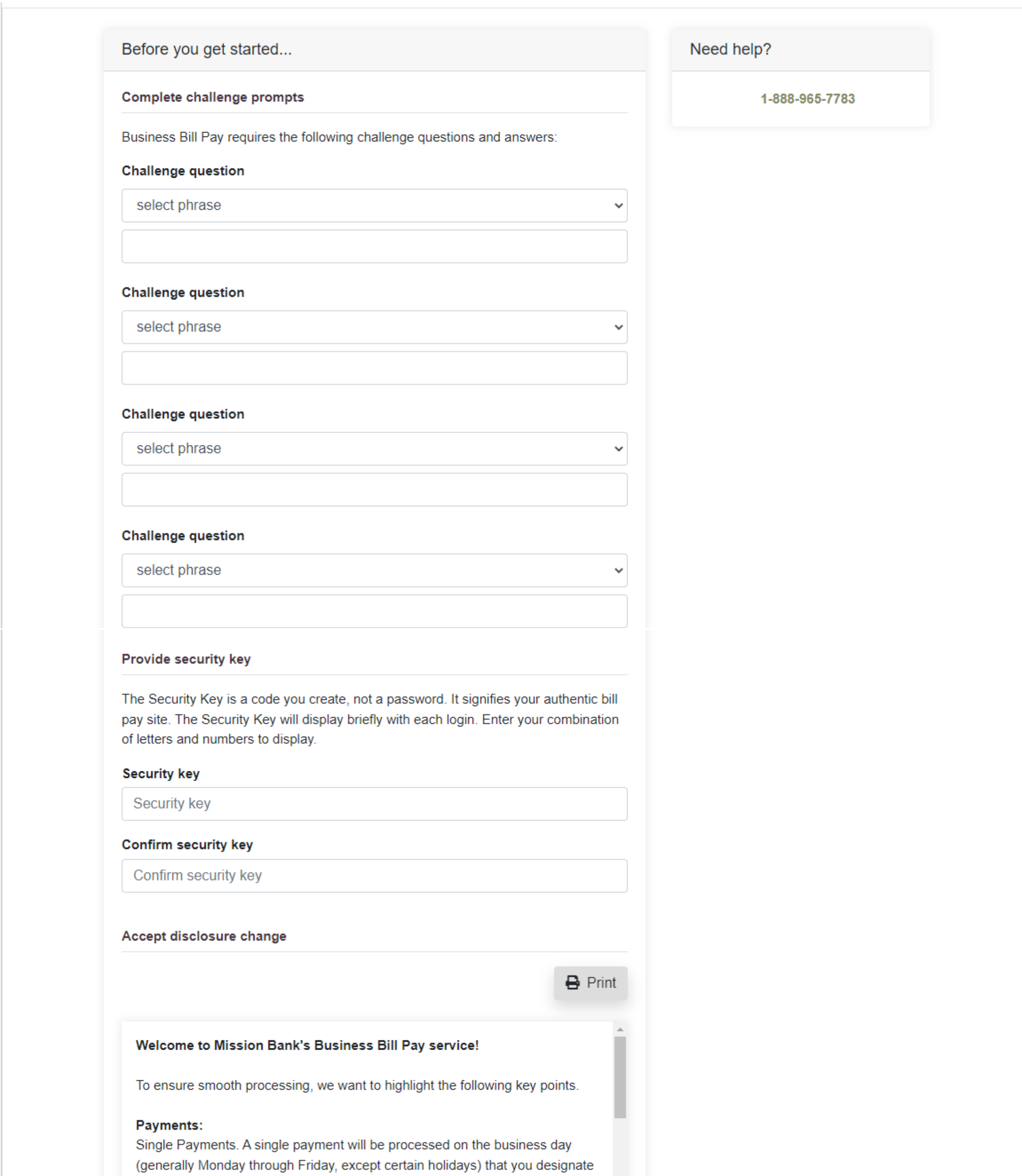
Enrollment

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.



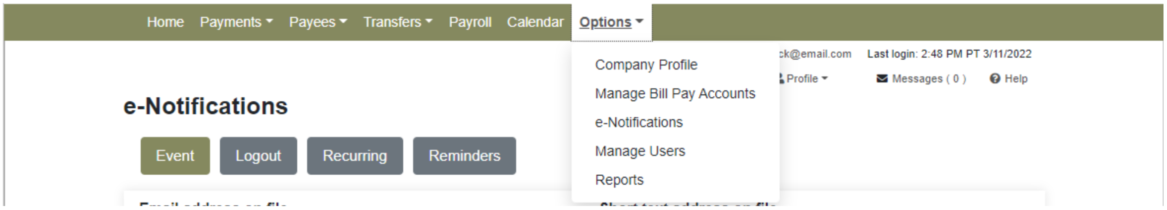
After activation, the Admin (and each user that has been entitled) must establish a profile for themselves, including:

- 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
Need help?
1-888-965-7783

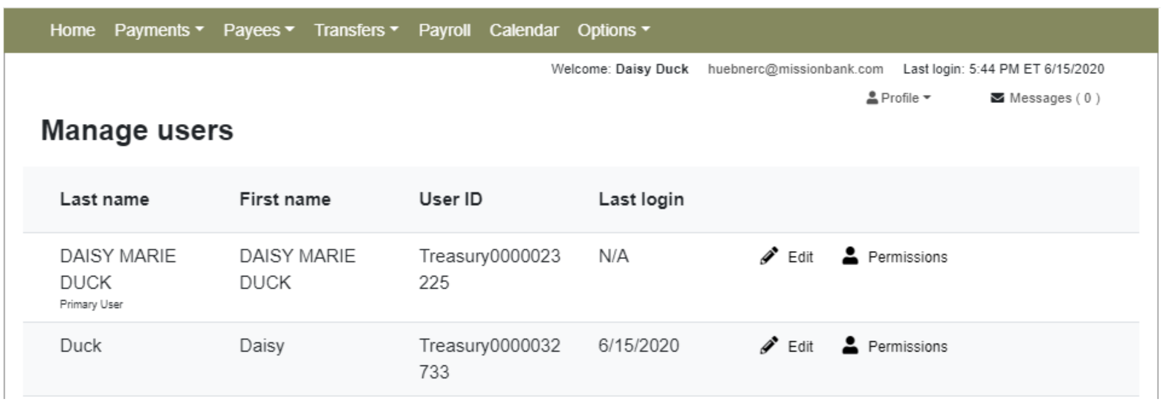
User Management

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

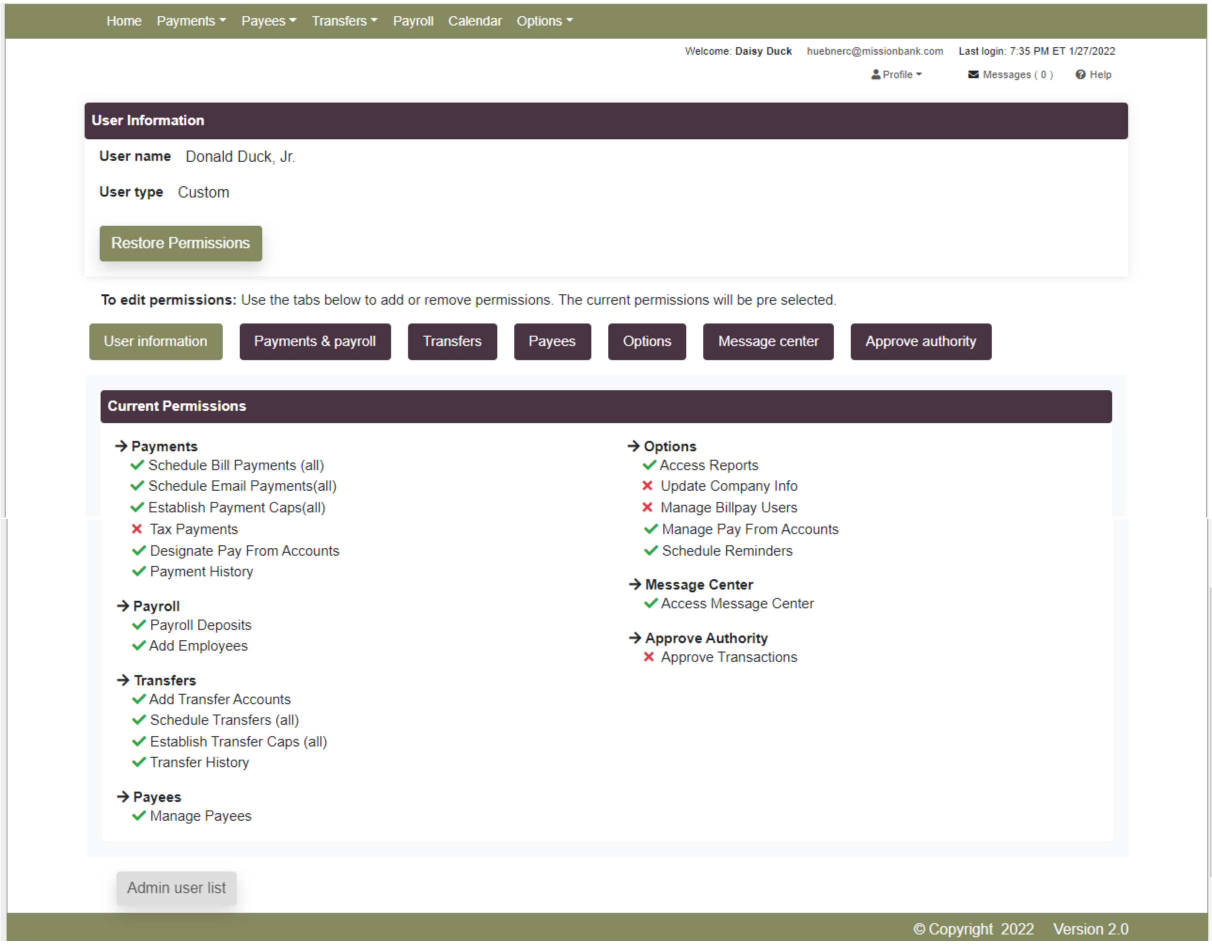


__Please Note:__ A new user must select Business Bill Pay and create their challenge questions and answers before their name appears in Manage Users, where they can be given entitlements in BBP.

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.



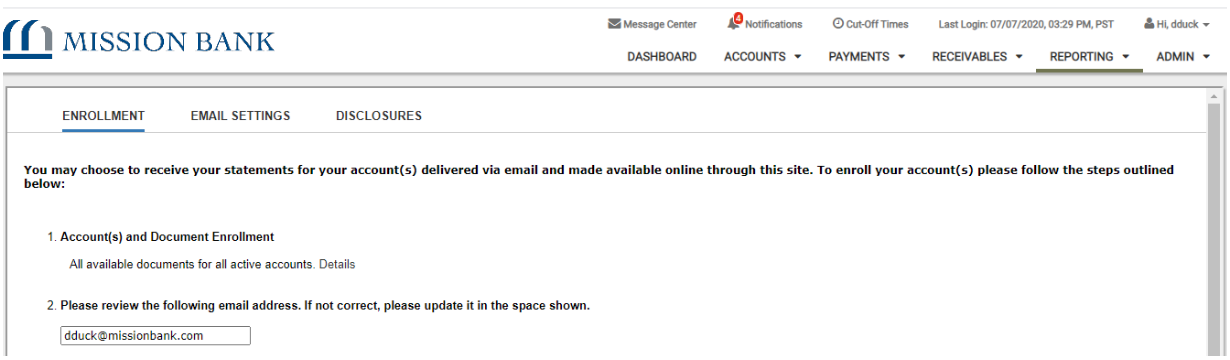
The users' personal information, such as name, email address, etc., can be edited and user permission settings should be determined.

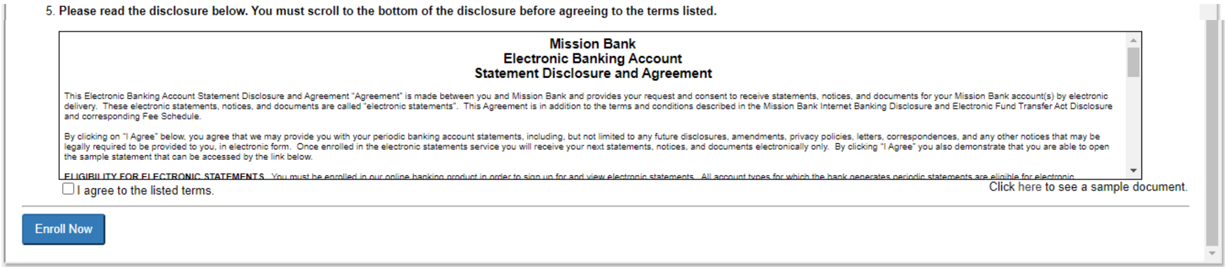


If a new account is added after the initial set-up, the account needs to be added to Designate Pay from Accounts for all users authorized to make either payments or transfers from the new account.

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.





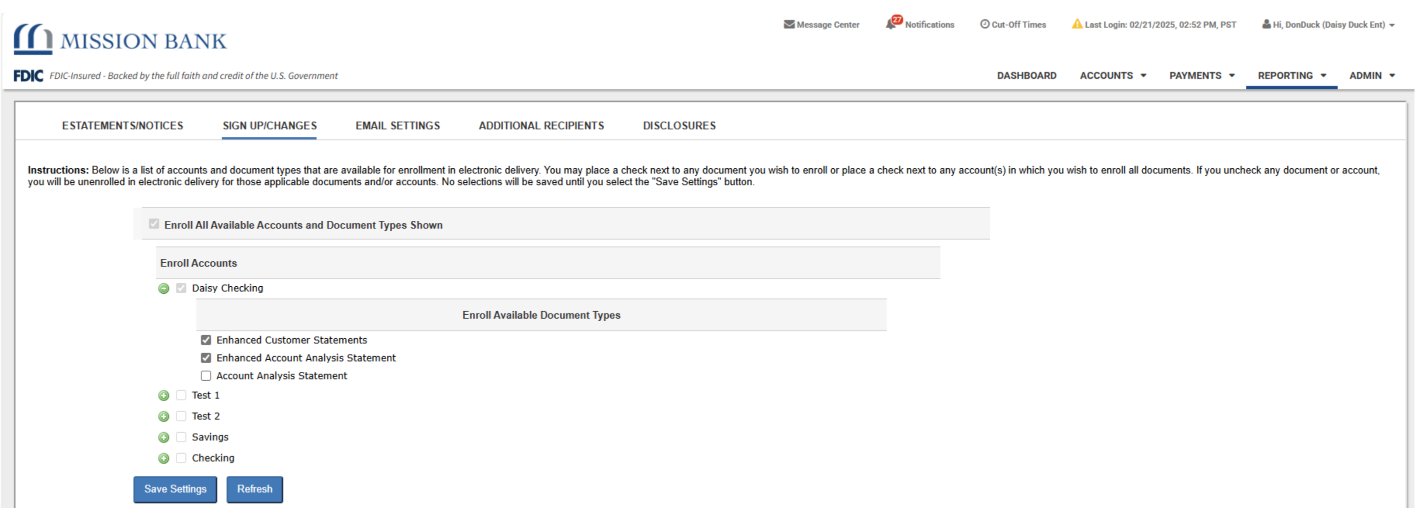
After successfully completing the enrollment screen, an enrollment confirmation message will appear and you will receive your statements electronically, beginning with the <u>next</u> scheduled statement.

Each time a statement cycles, a "statement ready" notification will be sent to the email address entered on the enrollment screen. All users, except additional recipients (below), access eStatements from the Reporting menu in TMS.

eStatements are retained in TMS for a rolling 18-month period. If a longer archive is desired, the statements can be saved locally on a company computer or server. (It is recommended that statements be regularly printed or saved for research needs.)

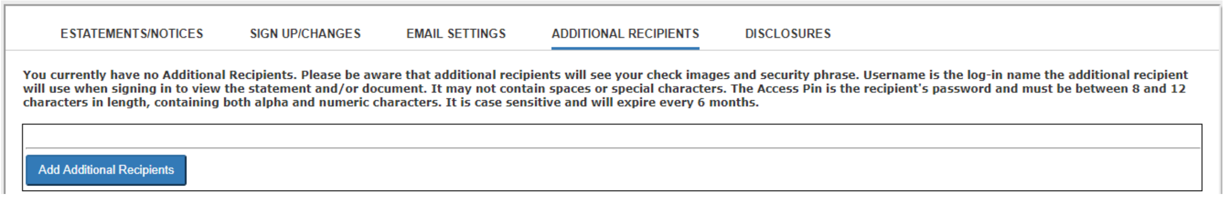
Enrolling Accounts

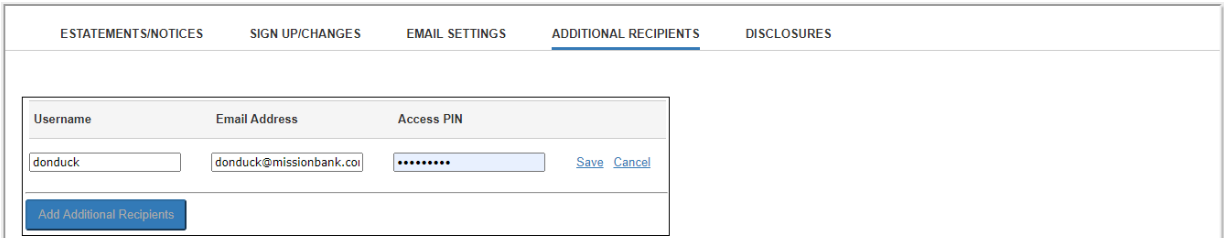
Some or all available statements and notices can be chosen.

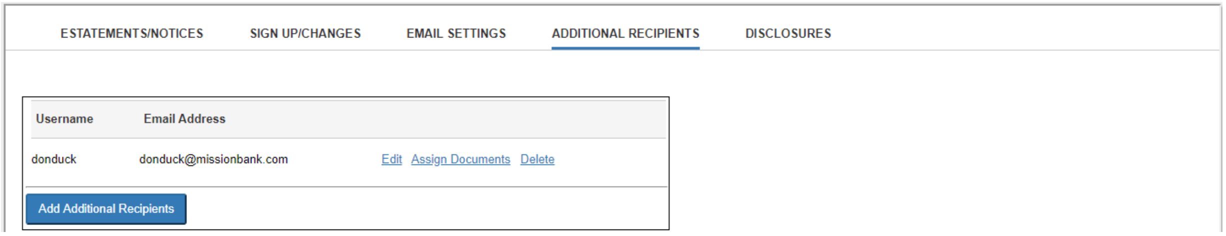


Additional Recipients

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.







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.