



Treasury Management Services Company Administrator Guide

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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 mobile app that users can download from their smartphone's app store by searching for Mission Bank Treasury Mgmt.

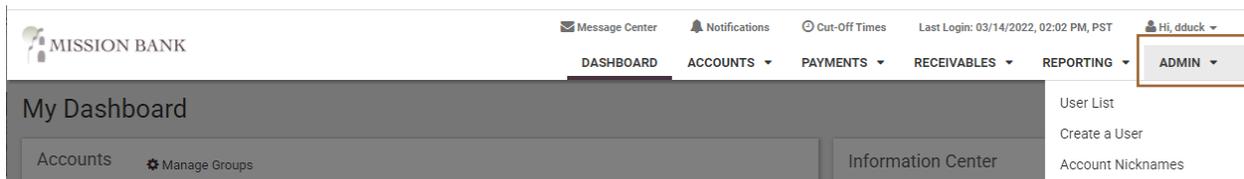
There is a *TMS Basics Guide* that provides an overview of TMS for new users, including configuring the dashboard of TMS and an overview of the TMS mobile app. *TMS Basics Guide* and other product-specific user guides are located in the Resource panel on the TMS dashboard screen.

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.

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 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.

Typically the company Admins are also Super Users. During the initial enrollment for your company all Admin/Super Users were assigned the maximum company limits.

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Message Center Notifications Cut-Off Times Last Login: 03/14/2022, 02:02 PM, PST Hi, dduck

DASHBOARD ACCOUNTS PAYMENTS RECEIVABLES REPORTING ADMIN

< Back to User List

Create New User

User Information

User Information Copy User

Name: *

Login ID: *

Department:

Email: *

Phone: * - - Ext:

Fax: - -

Super User: INACTIVE

Admin: INACTIVE

Save Changes Reset

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.)

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Message Center Notifications Cut-Off Times Last Login: 03/14/2022, 02:02 PM, PST Hi, dduck

DASHBOARD ACCOUNTS PAYMENTS RECEIVABLES REPORTING ADMIN

< Back to User List

Donald Duck, Jr. Status: Active

User Information Delete User

Account Access Name: * Donald Duck, Jr.

IP Access Login ID: * DonJr

Time Access Department:

ACH Email: * donduckjr@missionbank.com

Entitlements Phone: * 661 - 859 - 2500 Ext:

User Limits Fax: - -

POSITIVE PAY MFA Blocked: No

Entitlements Super User: INACTIVE

REPORTING Admin: INACTIVE

Entitlements

TRANSFER/LOAN PAYMENT

Entitlements

User Limits

STOP PAYMENT

Entitlements

WIRE

Entitlements

User Limits

FX WIRE

Entitlements

User Limits

RECEIVABLES

⚠ 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

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.

Back to User List
Donald Duck, Jr. Status: Active

User Information **ACH Entitlements**

Account Access

IP Access

Time Access

ACH

Entitlements

User Limits

POSITIVE PAY

Entitlements

REPORTING

Entitlements

ACH Company Access: Manage ACH Companies

Restricted Batch

ACH Templates

	Create ACH Template	Full Edit ACH Template	Partial Edit ACH Template	Delete ACH Template	Approve ACH Template
Toggle row	<input checked="" type="checkbox"/>				

ACH Payments

	Create ACH Payment	Full Edit ACH Payment	Delete ACH Payment	Approve ACH Payment	Partial Edit ACH Payment	File Upload Edit
Toggle row	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Recipients

	Create Recipient	Edit Recipient	Delete Recipient	Approve Recipient
Toggle row	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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

IP Access

Time Access

ACH

Product Daily Limit:

Daily Initiation Limit:

Approval Limit:

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

Donald Duck, Jr. Status: Active

User Information **Positive Pay Entitlements**

Account Access **Check Exceptions** | ACH Exceptions

IP Access Type to filter

Account Name	Upload/Create ARP Files	Download ARP Files	Work ARP Exceptions
Toggle all	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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

Donald Duck, Jr. Status: Active

User Information **Domestic Wire Entitlements**

Account Access

IP Access

Time Access

ACH

POSITIVE PAY

REPORTING

TRANSFER/LOAN PAYMENT

STOP PAYMENT

WIRE

Entitlements

User Limits

Account Entitlements

Type to filter

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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Toggle row xx7878	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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.

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 **Integrated Services**

Account Access

IP Access

Time Access

Product	User Has Access
Electronic Documents	<input checked="" type="checkbox"/>
Electronic Bill Payment	<input checked="" type="checkbox"/>

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: <input checked="" type="checkbox"/>
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

Add User Settings

Enabled Authorized Caller

Full Name *
Donald Duck, Jr.

User Name *
DonJr

User Location

RDC ID *
DonJr

Email Address
donduckjr@missionbank.com

Auto Disable

Privileges for this User

Enabled	Privilege
<input type="checkbox"/>	Administrator
<input checked="" type="checkbox"/>	Customer Services
<input type="checkbox"/>	File Processing

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Add

Password Resets

Admins can unlock users that are locked due to password violations. If a user is locked due to security question violations, please contact your Business Banker to have the user reset.

Locked users are indicated by an icon next to the user’s name – hovering over the icon will give the reason for the lockout.

DonJr User is locked due to failed password attempts. Select the 'Unlock User' link next to the lock icon on the View User or Edit User pages. Enrolled Actions

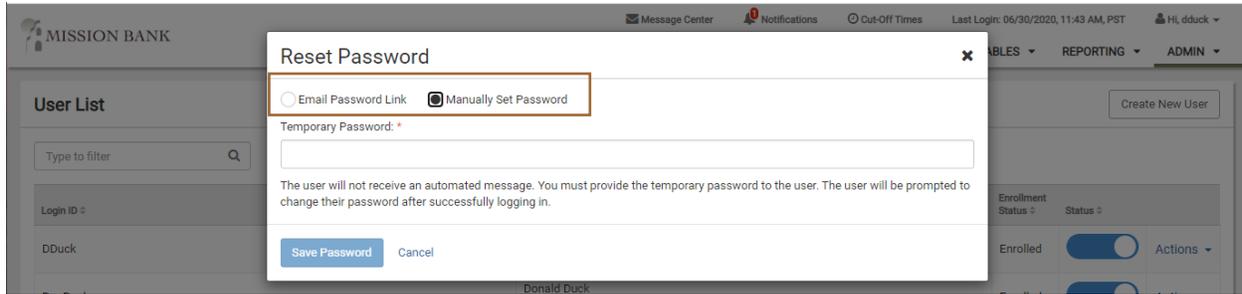
Back to User List
Donald Duck, Jr. [Unlock User](#) Status: Active

User Information **User Information** [Delete User](#)

If the user has forgotten their password, the next step under Actions is to reset the user's password.

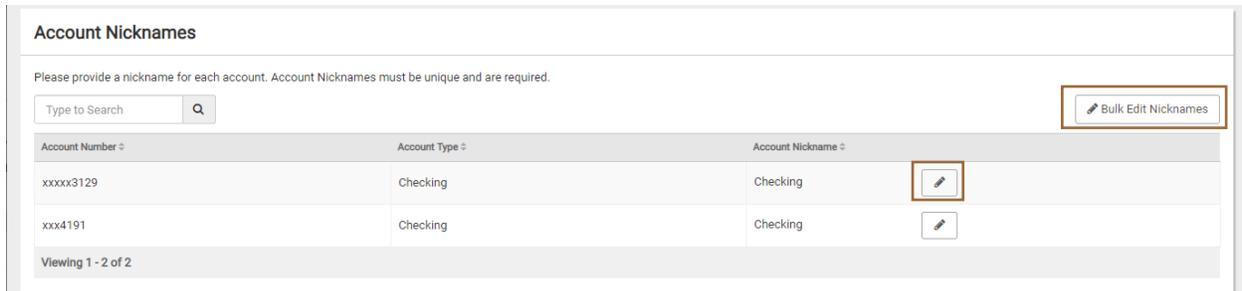


There are two options for providing the reset.



Account Nicknames

Accounts are onboarded into TMS with generic titles and need to be renamed for identification purposes. Account nicknames are located 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 located 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

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 in order 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 ▼

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

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:

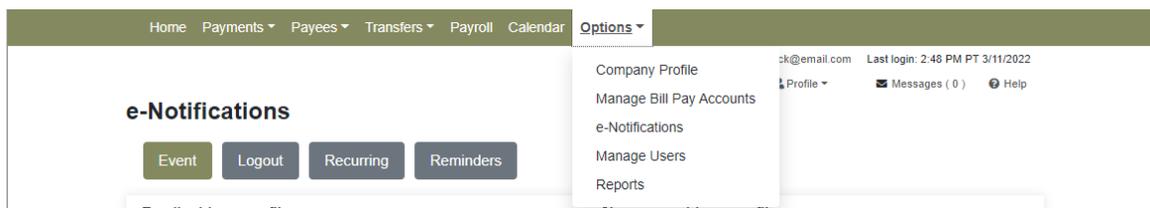
Single Payments. A single payment will be processed on the business day (generally Monday through Friday, except certain holidays) that you designate as the payment's processing date, provided the payment is submitted prior to

Need help?

1-888-965-7783

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.

Last name	First name	User ID	Last login		
DAISY MARIE DUCK <small>Primary User</small>	DAISY MARIE DUCK	Treasury0000023 225	N/A		Permissions
Duck	Daisy	Treasury0000032 733	6/15/2020		Permissions

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

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.

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

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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 Out-Of 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:

- 1 Account(s) and Document Enrollment**
All available documents for all active accounts. Details
- 2 Please review the following email address. If not correct, please update it in the space shown.**

Please read the disclosure below. You must scroll to the bottom of the disclosure before agreeing to the terms listed.

**Mission Bank
Electronic Banking Account
Statement Disclosure and Agreement**

This Electronic Banking Account Statement Disclosure and Agreement "Agreement" is made between you and Mission Bank and provides your request and consent to receive statements, notices, and documents for your Mission Bank account(s) by electronic delivery. These electronic statements, notices, and documents are called "electronic statements". This Agreement is in addition to the terms and conditions described in the Mission Bank Internet Banking Disclosure and Electronic Fund Transfer Act Disclosure and corresponding Fee Schedule.

By clicking on "I Agree" below, you agree that we may provide you with your periodic banking account statements, including, but not limited to any future disclosures, amendments, privacy policies, letters, correspondences, and any other notices that may be legally required to be provided to you, in electronic form. Once enrolled in the electronic statements service you will receive your next statements, notices, and documents electronically only. By clicking "I Agree" you also demonstrate that you are able to open the sample statement that can be accessed by the link below.

ELIGIBILITY FOR ELECTRONIC STATEMENTS: You must be enrolled in our online banking product in order to sign up for and view electronic statements. All account types for which the bank generates periodic statements are eligible for electronic.

I agree to the listed terms. [Click here to see a sample document.](#)

After successfully completing the enrollment screen, an enrollment confirmation message will appear and you will receive your statements electronically, beginning with the next 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.

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Message Center Notifications Cut-Off Times Last Login: 03/14/2022, 02:02 PM, PST Hi, dduck

DASHBOARD ACCOUNTS PAYMENTS RECEIVABLES REPORTING ADMIN

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

Instructions: Below is a list of accounts and document types that are available for enrollment in electronic delivery. You may place a check next to any document you wish to enroll or place a check next to any account(s) in which you wish to enroll all documents. If you uncheck any document or account, you will be unenrolled in electronic delivery for those applicable documents and/or accounts. No selections will be saved until you select the "Save Settings" button.

Enroll All Available Accounts and Document Types Shown

Enroll Accounts

Daisy Checking

Enroll Available Document Types

Enhanced Customer Statements

Enhanced Account Analysis Statement

Account Analysis Statement

Test 1

Test 2

Savings

Save Settings Refresh

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.com	*****	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.