# TEXAS \* BANKING \* ORIGINAL

# DIGITAL BANKING PLATFORM BUSINESS USER GUIDE







**Member FDIC** 

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## **Business Banking Overview**

Our new Business Banking platform is focused on providing a digital banking experience to seamlessly review, monitor and manage finances of your business. Businesses have unique online banking requirements that are not available in retail banking, such as: multiple users with specific roles, Business ACH and Business Wires, Transaction limits and Authentication.

## **Business Administration Menu**

The Business Admin menu provides you with the tools to set up, maintain, and manage the various aspects of your digital banking experience. It is the foundation for all other Business menus, such as Business ACH, Business Wires, and Business Reports. The Business Admin menu also serves as the hub for Authorizations, Payees, and User Management.

Home Accounts Pay & Transfer	Business Banking Documents Appoir	ntments
	Business Banking	
Home	Fraud Control Business Admin	
	ACH Services Business Reports Business Wires	
Accounts	Business Wires	.ast 15 days 🏾 🍭
Checking		ACH template(s) ∨
\$4,863.29		<sup>(Fa)</sup> 13 business wires \$7.60 ∨
NDB Personal Checking     x0002032	▲ \$4,009.05 \$4,009.05	
NDB Classic Checking	× \$635.19 \$135.19	
		Next 30 days 🏾 🏾 🕸
Commercial Checking     xooxsee	× \$107.13 \$107.13	There is no activity scheduled for the next <b>30</b> days.
Commercial Checking     J0004231	× \$111.92 \$111.92	
		Quick Links
Government Sweep Fund     X000640	A \$0.00 \$0.00	Statements/Tax Forms

#### Users

From the Users tab, you can view your business account users, the number of their accounts, and the types of payments utilized. From this tab, you can also control and assign user permissions. Assigning the permissions will control what users can view, change, navigate, and execute within the system. Users must have permissions defined to access business-specific services. You can assign permissions and limits at the same time when creating a sub user.

Summary General Permissi	ons Payment Permissions	Account Access	
Personal Information	1		
L Username naomidaniel12	ACTIVE	Last Log In April 5, 2024	
<sub>Email</sub> Naomi.daniel@ndbt.com		Address No address	
Primary Phone Number (972) 716-7255		Secondary Phone Number (214) 960-6859	
Office Phone Number (971) 716-7347			
Account Access			Manage Accounts
Certificate of Deposit 3 Accounts	Checking 5 Accounts	Lines Of Credit 2 Accounts	<sub>Loans</sub> 1 Accounts
Savings 1 Accounts			
General Permissions	Manage Permission:	Payment Permission	IS Manage Permissions

After clicking on a user in the Users tab, you will see a summary of their accounts and permissions. To manage any users' permissions and accounts, you can do so by clicking on **Manage Accounts** or **Manage Permissions** from the summary page or by clicking any of the tabs at the top. You can also assign a new sub-user from the Users tab and assign permissions and limits at that time.

#### **General Permissions, Payment Permissions, Account Access**

From these tabs you can edit any existing user's permissions and account access. You will select the **Manage Permissions** button next to the area you wish to update. From there a drawer will open with the areas of the page to update. You will update by turning the toggles on or off. For limits under the **Payment Permissions** tab, you will enter in the limits as well as adjusting the toggles if needed.

		Manage Permissions	
NDBT		Administration	Select All
Home Accounts Pay & Transfer <b>Business Banking</b>	Documents Appointments	Manage Users Add, edit, and delete business users to access banking features and accounts. Users with this permission may also add and edit transaction limits.	
< Back to User Listing		Edit Business Contact Information User is able to edit the contact info.	•
Naomi Daniel			
Summary General Permissions Payment Permission	ons Account Access		
Administration			
Manage Users Add, edit, and delete business users to access banking features and accounts. Users with this permission may also add and edit transaction limits.	Edit Business Contact Information Viser is able to edit the contact info,		
transaction limits.			
Feature Access			
Positive Pay Ability to do positive pay.	<ul> <li>View eDocuments</li> <li>View statements, notices, tax forms, and annual credit</li> </ul>		
	summary.		
External Account Aggregation Allows a sub user to aggregate external accounts to view balances			
and transactions.			
Payment Destination			
Manage ACH and Wire Payees Add, edit, and delete payees and pay methods.	<ul> <li>Manage Bill Pay Payees Allows the business master user to restrict sub users a</li> </ul>		
	edit, and delete a Bill Pay payee.		
Add External Transfers Account Ability to add external accounts:	Add Member To Member Transfer Accourt Allows users to add member accounts for transfers.		
		Save	
Payment Template Management		Cancel	

#### Limits

Limits can be assigned with permissions at the same time when creating a new sub user.

Limit	Description
Authorized limit	The maximum cumulative dollar amount that can be submitted without additional authorization.
	A limit of "0.00" means that ANY transaction scheduled by users with this role will require approval.
Max limit	The maximum cumulative dollar amount that can be submitted.
Can Authorize	The maximum cumulative dollar amount that a user with authorization rights can approve.

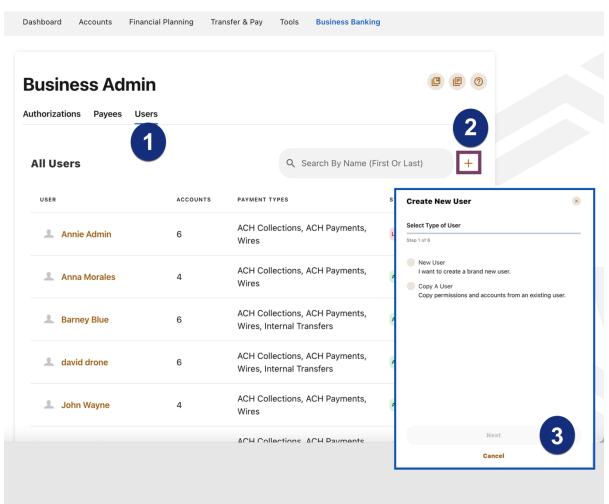
To assign limits to a user, in the Business Admin menu, you will select the user and click on the **Payment Permissions** tab. After clicking the **Manage Permissions** button you can edit the limits on that user.

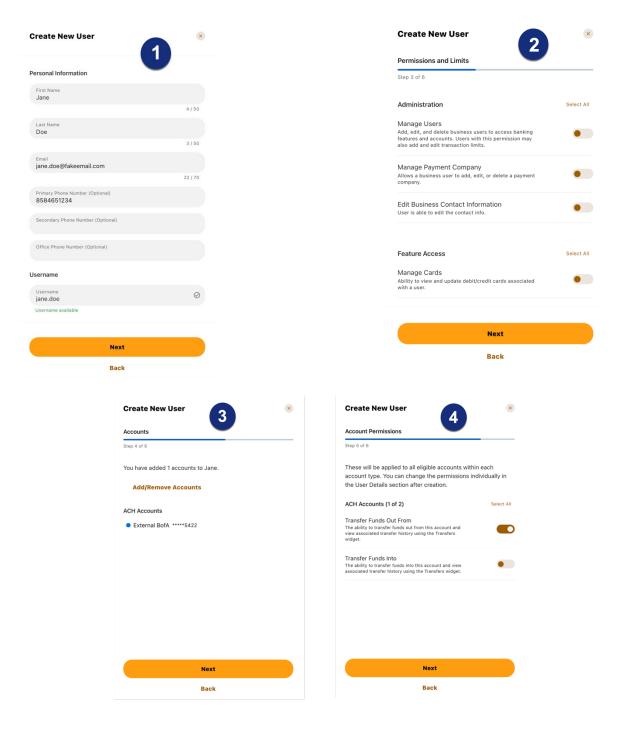
#### **ACH Collections**

Access to Restricted ( Ability to access and modif have been designated for re	, y collection templates t	
Same Day ACH Debits Ability to send same day AC		
Limits Submit Up to The maximum limits this us	er will be able to submit	
Daily \$1,000.00	Weekly \$2,000.00	Monthly \$3,000.00
Dual Authorization Ab Require approval on all sub	010	ied amount
Daily <b>\$0.00</b>	Weekly \$0.00	Monthly \$0.00
	Save	
	Cancel	

#### **Create a User**

The Master Users (indicated with the crown on the profile) will be able to create new users for the accounts (indicated with a briefcase). Please note, you will need to login from a desktop to add, edit or delete users. On the **Users** tab within the Business Admin menu, click the **plus sign (+)** to add a user. The add a new user drawer will open. Select if you are adding a **New User** or if you would like to **Copy a** User. Then select **Next**.





- 1. You will enter the basic information for that user and select a username. The system will tell you if that username is available.
- 2. Next you will select the permissions and limits for the user you have created.
- 3. You will then add the accounts that you would like to be associated with the new user.
- 4. Lastly, you will assign account permissions and then review the information for your new user.
- 5. When you are finished, you will click Submit.

#### **Sub-User Status**

A master user can edit a sub user's contact information (name, email, phone, and address) and role by clicking the pencil icon next to *Contact Info* section. Additionally, a master user, or a sub user with the Manage Users and Roles permission, can edit a sub user's status or reset a sub user's password.

- *Active* Sub users in an Active status are able to log in and access online banking. If a sub user is Active, a master user can change the sub user's status to Frozen.
- Locked Sub users in a Locked status have locked themselves out of online banking due to excessive unsuccessful login attempts (for example, a forgotten password) and must be unlocked to log in and access online banking. If a sub user is Locked, a master user can change the sub user's status to Active.
- *Frozen* Sub users in a Frozen status have been set to Frozen by a master user and are unable to log in or access online banking. If a sub user is Frozen, a master user can change the sub user's status to Active.
- *Disabled* Sub users in a Disabled status have been set to Disabled by NDBT and are unable to log in and access online banking. Sub users in a Disabled status will not display in Business Admin. Once a sub user's status is changed to Disabled, the sub user's status cannot be changed by a master user.

#### Reset a Sub User's Password

Under the **Users** tab of the Business Admin menu, find the sub user from the user list, click the **ellipsis** (three dots) next to the sub user. Give an email address where the sub user's password will be sent and explain why the password is being reset. Click the **Send New Password** button to send the temporary password.

Please note, a disabled sub user account cannot be used, and the password will not be able to be reset. If the sub user status is *Frozen*, please set it to *Active* before their password can be reset.

#### Add a Payee

Before a business ACH template or wire transfer can be submitted, you must set up Payees (the recipients of the ACH or wire transfer) in the platform. You can set up a payee (or several) for your business by accessing the **Payees** tab, located within the Business Admin menu. From here, users who are assigned the Manage Payees permission can add, edit, and delete payees.

On the **Payees** tab within the Business Admin menu, click **Add New Payee**. A new drawer will open where you will enter the payee's details. You must select if the payee is a **Person** or a **Business**. Then enter the payee's **Full Name** and **Address**. You can enter information in the other optional fields to further classify the payee, if desired. Lastly, you will click **Add Payee**.

<b>Business Admi</b>	in	<b>e</b> (?)
Authorizations Payees Us	sers	
All payees		+ Add New Payee
Q	Type: All 🗸	Add new payee
		Payee details
NAME 🜲	PAYEE ID 🜲	😤 Person 🖩 Business 3
Bob Jones	Employee - Bob Jones	Selecting a payee's type is required. A payee's type is an identification tool to help with payment processing. Once this field is saved it cannot be edited.
Jane Diamond	Founder - Jane Diamond	Full Name •
		0/22
🗈 Lea Goins	leagoins0001	Email (Optional)
		Payee ID (Optional)
		We will create a Payee ID for you, or you can enter your own Payee ID.
		Payee's address is required to utilize wire payment methods.
		Add address
		Add payee 7

After selecting the payee, use the pencil icon to edit the Payee Details and use the trashcan icon to Delete a Payee.

#### Add a Payment Method

A payment method is a set of payment instructions related to specific types of payments (either ACH or wires) that will be used by the business banking menus to simplify the payment process. Once a payment method is added to a payee, that payee will then be eligible for payments related to the added payment method.

On the **Payees** tab, select the payee you created from the payee list. Scroll to the *Payment methods* section and click the **plus sign** to add a payment method. Choose the **Payment method type** by selecting one of the tiles. **Complete the required information** for the chosen payment method (Payee's type, Routing Number, Account type, Account Number, etc.). Click **Save.** 

Use the pencil icon next to the payment method to make edits to that method and use the trashcan icon to Delete a Payment Method.

#### Authorize or Reject Transfer Request

The Business Admin menu defaults to display the **Authorizations** tab. Select the **transaction type** to view transactions that are in the **Needs Authorization Status**. Then you can choose to **authorize** or **reject**.

# **Business Admin**

Buoineoo / (an						
Authorizations Payees	Users					
асн 2	Sort By:	Date	· • •			
External Transfers						
Internal Transfers	DATE	ACCOUNTS		AMOUNT	STATUS	
	PENDING	REQUESTS				
Wires	JUN 27 2019	BakerE Delivery Services Business Checking -10 CCD, CREDITS	\$1,001.00 N	EDS AUTH		
		ACH cu	zation Total (1): \$1,001.00 t-off time: 5:00 PM ed ACH cut-off time: 4:00 PM	Authorize		

# **Business ACH Menu**

The Business ACH Menu allows you to:

- 1. Create ACH templates
- 2. Edit/Delete ACH templates
- 3. Authorize ACH templates
- 4. Submit ACH templates

#### **Creating ACH Templates**

An ACH template is a set of instructions that once created and saved, can be used in the future as the starting point from which to send payments. Information in the ACH template includes the Template Name, Offset Account, Company Name, Transaction Type, Company Entry Description, Access Level, and Payees. Before you can create ACH templates, you must be assigned to a role with Create ACH Template, Edit ACH Template, and ACH Account permissions.

To create a new ACH template:

1. Select the **ACH Template** button from the dropdown menu.

<b>Business AC</b>	Н					Create ACH	~ E	0
Templates Scheduled	History	,			Import File Create a Pass Thru			
Q Search Templates		Beth Test	t Template	e	import a template a use.	nd payees for futur	e )ffset Ac	count
Beth Test Temp CCD, Credits - A1 Property	1 ©	5 payees -Busir		- CCD, Crec	ACH Template Create ACH templa saved payees.	te first and add the	Acct. **	
Beth Test Template 1 CCD, Credits - A1 Property	©1∎	(i) Details	1 Payees		Quick ACH Send ACH without d	0	Make a	
Copied Template exa PPD, Credits - Lakefront		Search Pa		OUNT	template. It's used payment to one pay STATUS			ts ~
Dana Template CCD, Credits - Lakefront		Bright Garden	Che	ecking **1111 06100	PRENOTE		\$0.00	i

#### 2. The New Template window will display:

New	Template ×
Template Name	40
Offset Account 😨 🙎	Select an account
Company Name	
Transaction Type	*
Company Entry Description 👔	e.g. payroll, bonuses 5
Access Level 😨 🧴	Normal All users with ACH permissions can access
Import Payees 7	Cancel Create Template

- 1. Enter a Template Name.
- 2. Select an **Offset Account** from the dropdown menu.
- 3. Select a **Company Name** from the dropdown menu.
- 4. Select a Transaction Type from the dropdown menu of available Transaction Types.
- 5. Enter a **Company Entry Description**. This provides a description of the transaction to the payee. (optional)
- 6. Select an **Access Level** for the template. A template marked as **Restricted** would only be viewable by a business user with **Access to Restricted Templates** permissions.

7. Click the **Import Payees** button to upload a NACHA (.txt) or (.csv) file into business banking for future use (optional). The format required for the file upload is noted in the **Show file setup instructions** link.

Import ACH Fi	le	×
Upload File Text or comma-separated files accepted	ed • Up to 1 MB	
() Show file setup instructions	Cancel	Import Payees

- 8. Click the **Create Template** button to save the new template or click the **Cancel** button to close the New Template window without saving.
- 9. A confirmation message will display confirming the template has been created.

#### **Editing ACH Templates**

The edit template function allows you to edit the Template Name, Offset Account, Company Entry Description, and the Access Level. You must be assigned a role with the **Edit ACH Template** permission in order to edit a template.

i Details	🧏 Payees		🗅 Make a copy
Search Pay	/ees		Show ACH Limits ~
NAME	ACCOUNT	STATUS	AMOUNT
Fix It Handyma	n Checking **3123 062000019	ACTIVE	\$40.00

**Important:** Edits are not applied to templates pending authorization, authorized templates, or futuredated templates.

#### **Deleting an ACH Template**

The delete a template function allows you (if permitted) to delete ACH templates. You must be assigned a role with the **Delete ACH Template** role permission to delete a template.

**Important**: Deletion is not applied to templates pending authorization, authorized templates, or futuredated templates. If you delete an ACH template that has been scheduled, the system will allow NDBT to process the already scheduled template. To cancel a future-dated template, click the **Scheduled** tab and click the **Cancel** button next to the scheduled template to cancel the template to prevent it from being processed.

#### **Scheduled Tab**

The **Scheduled** tab displays future-dated ACH submissions that are scheduled to be and have not yet been processed by NDBT.

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# **Business ACH**

Temp	olates	Se	chedu	led	Hist	ory														
		Au	gust	'23					Sept	embe	er '23	(				Oc	tober	'23		
SU	МО	TU	WE	ТН	FR	SA	SU	МО	ΤU	WE	тн	FR	SA	SU	МО	TU	WE	ТН	FR	SA
		1	2	3	4	5						1	2	1	2	3	4	5	6	7
6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31				
																			csv	
Sch	eduled	d Tem	plates															Show		

#### **History Tab**

The **History** tab displays pending batches (submissions available for processing by NDBT and a template history (submissions that have been completed or rejected by NDBT).

# **Business ACH**



Templates Scheduled History

Pendi	ng Batches			
мау 5	Dana Template	<b>\$27.00</b> Business Payments - CCD, Credits	SCHEDULED	~
Templ	late History		Sho	w Search 📍
FEB 7	Bobby's ACH 3	\$1,001.00 Payroll PPD, Credits	CANCELED	~
		\$215.00		

#### **ACH Processing Days and Cutoff Times**

ACH Processing Days are the days of the week that NDBT will process ACH files for delivery and the days of the week that you can select as an Effective Entry date for ACH template submission. An ACH submission cutoff time is the deadline for you to submit an ACH batch on a given day. All ACH submissions received after the submission cutoff time will be treated as received on the following ACH processing day.

#### Submit an ACH Template

The Submit Template feature allows you to submit templates for authorization (if needed) and processing. In order to submit ACH templates, you must be assigned a role with **Submit Template** permissions, permissions for the ACH transaction type, and the offset account used in the template.

To submit an ACH template:

- 1. Select the desired template to submit for processing.
- 2. Click the **Review and Submit** button.

# **Business ACH**

Templates Scheduled History **Q** Search Templates Offset Account Dana Template Maple Townhomes Operating Acct. \*\*2800 2 payees -Business Payments - CCD, Credits **Beth Test Temp** 10 CCD, Credits - A1 Property (i) Details 1 Payees Make a copy **Beth Test Template** 101 CCD, Credits - A1 Property Show ACH Limits ~ Q Search Payees Copied Template exa... PPD, Credits - Lakefront AMOUNT 🧪 NAME ACCOUNT STATUS **Dana Template** Checking Dana Povlot \$15.00 🧪 CCD, Credits - Lakefront \*\*\*\*\*2222 111000025 doin imports Checking **Janitorial Services** \$12.00 🧪 \*\*\*\*\*\*1111 121000358 PPD, Debits - A1 Property Mana 2 **Doing Imports Daily** PPD, Debits - A1 Property Mana Total: \$27.00 + Add Payees **Review and Submit** 

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Create ACH

#### **Notifications and Alerts**

ACH alert contact methods are configurable under **Settings**  $\rightarrow$  **Notifications**. The ACH transfer module supports the following alerts:

- ACH Requires Authorization
- ACH Authorized
- ACH Authorization Rejected
- ACH Canceled
- ACH Expired (not approved by the cutoff time)
- ACH Processed

# **Business Wires Menu**

Wire transfers offer convenience, speed, and security. The Business Wires menu has specific roles, accounts, payees, limits, and authorizations available and allows qualified accounts to send out wire transfers. A payee may have more than one account depending on the number of wire payment methods that have been established.

Business Wires allows you to:

- Create wire payment requests
- Authorize wire payment requests
- Set limits

#### Submit a Business Wire Request

In the Business Wires menu, from the **Submission** tab, select a **Payee** from the dropdown list. Choose a **Funding Account** and a **Company Name.** Enter the **Amount** for the transfer. Select the **Send On** date. Enter any additional details into the **Originator to Beneficiary Info** field (optional). Click **Confirm Payment.** 

Business	Wires			
ubmission Sched	luled History			
Payee Details		Payment Summar	У	
Payee * 2	Bright Gardening Services - Alternate Wir	You Send	\$200.00 USD	
	Enter payee manually Edit payee account	Funding Account	Deposit	omes Security
Funding Account *	Maple Townhomes Security De		****5999	\$24,774.43
Company Name *	A1 Property Mana	Payee	Bright Gardening	Services
		Payee Account	PAYEE'S FINANCIA	L INSTITUTION
Amount * 5	200.00 Show Limits >		BANK OF AMER	
Frequency	One Time		Routing Number Account Numbe	
Send On * 6	08/02/2023 🔛			
-		Frequency	One Time	
Originator to Beneficiary Info 🛈	Use this field to communicate remittance advice information (e.g., invoice details) to the person or organization receiving the wire transfer	Send On	08/02/2023	
	0 / 140	Originator to Beneficiary Info		
		Cut-off time		8
		02:00 PM (Central S	Standard Time)	Confirm Payment

#### Search for a Business Wire

On the **Scheduled** tab of the Business Wires menu, click the **Show Search** button to view search fields. **Enter search criteria** and click the **Search** button.

#### **Cancel Business Wire Request**

Wires cannot be edited. If there was a mistake made, you will need to cancel the wire transfer and submit a new request. Under the **Scheduled** tab, locate the wire transfer and click the **Cancel** button, enter a reason, and select **Cancel Payment**.

#### **Business Reports Menu**

The Business Reports menu provides you with the ability to access Standard Reports and create Custom Reports. Custom Report generation tools provide you with the ability to generate new reports to yield new insights on your ACH details and transaction history. The three main areas include:

- Quick Filter Cards Quick Filter Cards are located above the Balance Trend chart on the Business Reports Dashboard. The Quick Filter Cards show the current balance of all the business user's deposit accounts and loans. If you click on a Quick Filter Card, the Balance Trend chart will instantly be filtered to show only trends for those accounts (all other filter settings remain the same). The Quick Filter Card selection will cascade to the Balance Trend chart, Transaction Summary, and the Transaction Overview.
- 2. *Balance Trend* The Balance Trend chart is a line graph at the center of the dashboard that shows the trend in deposit account balances for a selected set of accounts over a selected period of time.
- 3. *Transaction Overview* The Transaction Overview is a high-level bar chart connected to the bottom of the Balance Trend chart on the Business Reports Dashboard. The Transaction Overview chart will display the sum of total debits and credits for the selected deposit accounts on a daily basis for the selected Date Range. The selected accounts and the selected time period are inherited from the options used for the Balance Trend chart.

count Summary 25, 2023 - Aug 1, 2023			Date Range	Past 7 Days	`
sset Accounts Only 558,015.00 urrent Deposit Balance \$441.64 in the past 7 days	*	Liability Accounts Only \$70,280.00 Current Loan Balance ↓\$303.64 in the past 7 days	\$3,13 Current E \$8,49	Deposit Balance	ŝ
Salance Trend 2		Mock Account 1 Mock Account 2		Individual Agg	gregated
500					

#### **Create a Custom Report**

The **Reports** tab will show you standard reports that are generated by NDBT. You will also be able to run your own custom reports. Within the Business Reports menu, select the **Create Custom Report** button.

# **Business Reports**

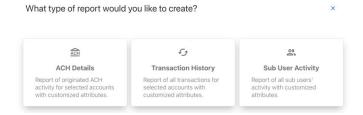
Dashboard Reports

#### **Standard Reports**

Daily Reconciliation Reports		
Custom Reports		
Search Type in Report Name	۹ Filter All Reports ۷	Create Custom Report

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Then, select the **Custom Report Type** and that type will display with default columns.



- 1. Click the **Edit** (pencil) icon next to the report name report. Click the **Accept** (checkmark) button to save.
- The Add / Remove Columns button will allow you to add or remove columns from the Custom Report by checking the boxes next to the column to add (if the box is blank) or remove (if the box is checked). Click the Update button to save the changes or click the Cancel button to close the window without saving the changes.
- 3. Click the **Save Dynamic Report** button, enter a name, description, date range, and share type and select to receive a notification via email when the report is ready.
- Click the Save button to create the new Custom Report or click the Cancel button to close the Custom Report without saving.

# **Business Reports**

Dashboard Reports			
< All Reports Untitled Report	1	Save Changes to Download	Save Dynamic Report
Add / Remove Columns	2	Date Range	Past 30 Days 🗸 🗸
DATE 🗸	TEMPLATE 🗸	COMPANY	NAME V
08 NOV 2023	Template99	My Comp	
07 NOV 2023	Template98	My Comp	
06 NOV 2023	Template97	My Comp	

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#### **Edit Custom Reports**

To Edit a Custom Report, select the report you would like to edit and make the appropriate changes. Once all edits have been completed, click the **Update Dynamic Report** button.

Business Reports 0							
Dashboard Reports							
< All Reports This is a sample report #299	Download Report	Update Dynamic Report					
Add / Remove Columns	Date Range	Past 30 Days 🗸 🗸					

#### **Delete Custom Reports**

Use the **Delete** icon (trash can) to remove the Custom Report.

NAME 🌩	DESCRIPTION	CREATED ON 🔷	
This is a sample report #300	This is the sample description for report #300	27 May	<u>₹</u>