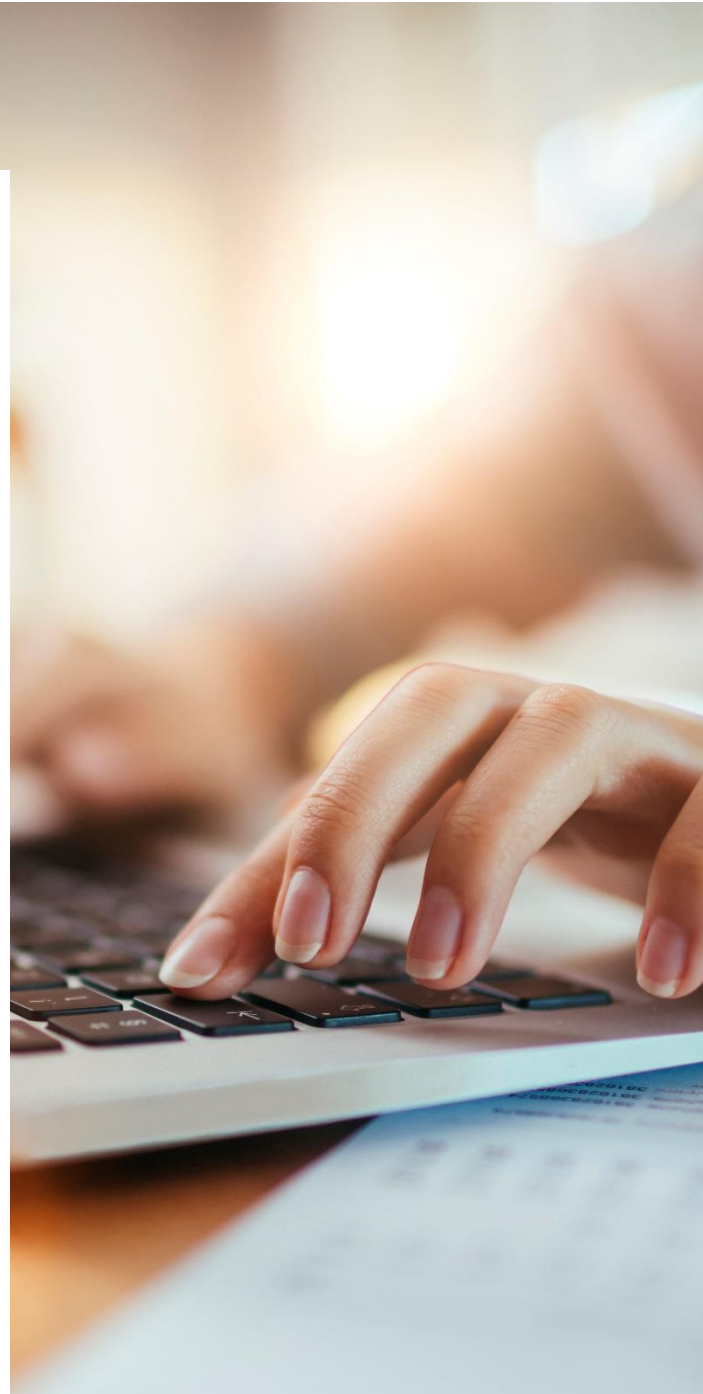


Business Online Banking



August 2020

Company Administrator User Guide



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Business Online Banking

Company Administrator User Guide

Online Banking Help is a great tool to assist you in navigating thru Salem Co-operative Bank's Business Online Banking. Click the Help menu button in the upper right corner between My Profile and SIGN OUT to assist you with questions.

Accounts

- The **Accounts** tab allows you to view balances of all your business accounts, manage transaction activity, retrieve statement data, set alerts and request reports.

Cash Management

- The **Cash Management** tab allows you to transfer funds between your accounts, set up bill payments, and schedule Salem Co-operative Bank loan payment transfers, send out ACH batches and wires.

Administration

- The **Administration** tab will allow you to define and manage your business, user setup, and request administration reports.


Service Center

- The **Service Center** tab allows you to view and manage your business messages, change your business profile and page preferences, set alerts and issue stop payments.

Accounts Overview

- The Accounts Overview Screen displays after you sign into your Business Online Banking.
- To return to the Accounts Overview Page at any time, click on the **Accounts** tab at the top of any page.
- The Accounts Overview page lists **Summary Descriptive** and **Balance Information** for all of your accounts. The **Date and Time** that balance information was last updated displays at the top of the page.
- **PAY NOW** Make a Salem Co-operative Bank Loan Payment by clicking this button located in the **NEXT PAYMENT** column for the account. Click **Continue** to display a confirmation page for the payment processed.
- Click the link for any account listed in the **Account Name** field to request the **Transaction Activity** page for the selected account.


Transaction Activity

- To **Print Summary Account Information**, click the Print icon  on the upper right side of page.
- To request inquiry for only one type of transaction click the down arrow next to the **DISPLAY** field in the **All Transactions** drop down and select the transaction type.
- **Account Details** link next to the account balance date to view detailed information for the account displayed. To close pop-up, click the X in the upper right corner of the pop up box.
- **Hide Pending** box, located just below the **Posted Column**, hides all pending transactions.
- **Add Transaction**, on the right of the screen, adds a transaction to your Online Register. Required fields is marked with an asterisk. Click **Save**.
- To note a transaction as **Reconciled** and mark a transaction as cleared, click the checkbox in the column labeled with **R** (The checkbox does not appear for pending transactions.)
- To **Export**, click the icon at the top or bottom of the page. On the Export Options pop-up, select the correct option and click **Continue**. When the 'Export To' pop-up window displays, select the options for the export process and click **Export**, or click **Cancel** to exit without exporting data.

Advance Search

Advance Search allows you to search for transaction activity posted to any of the business accounts. The account currently selected for the search is identified at the top of the page along with balance information for the account. To Print Summary Account information, click the Print icon on the upper right side of page.

Reports

- The **Reports** navigation link is displayed on the left when the **Account** tab is selected at the top of the business online banking page. Click this link to display the Reports page, listing all business reports provided.
- The Following reports are available:
 - Balance Detail** – All report balances for all accounts.
 - Balance Summary and History Report** – Selected balances for date range
 - Business Sub User Transfer Summary** – Transfer activity for Sub Users
 - Category Detail** – Transaction Detail for each category
 - Category Summary** – Transaction summary for each category
 - Statement Detail** – Activity since last statement
 - Statement Summary** – Summary Statement of Account
- To **Export Reports**, select the format of the file from the dropdown list next to the **EXPORT** field, select the format and click **Export**. A file Download window will display prompting you to open or save the export file to your workstation.
- To **Print a Report**, click the print icon . On your workstation's print menu, make appropriate selections and click **OK**. You may print only the current report page or all report pages.

Cash Management

The **Cash Management** tab allows the business customer to initiate the following Cash Management Functions:



Transfer

- Transfer funds from one account to another.
- Schedule recurring transfers
- Review scheduled transfers

ACH

- Create ACH transaction
- Create ACH Templates

Wires

- Create Wire Transfer
- Create Wire Templates

Payment Function

- Make a loan payment
- Set up automatic payments
- Review scheduled payments
- Online Bill Pay

Bill Pay

Once you are enrolled in Online Banking, you may sign up for the bill payment service anytime you wish. A Salem Co-operative Bank checking account is all that is required for our bill payment service. The cut-off time for most Bill Payments will be 10:00 PM Eastern Time.

HERE IS HOW TO BEGIN PAYING YOUR BILLS ONLINE

HOW TO ENROLL

- Click on **Cash Management Tab**
- Click on **Pay Your Bills**
- Review the CheckFree Term & Conditions of the Bill Payment Service
- Click on **Accept**
- Click on **Add a Company** or **Person to Pay**
- Type in the **Name of Company**
- If the screen comes up asking for an account number, fill in the account number and click **Confirm Account Number**. You may add a nickname for your account if you choose. Click **Add Bill**
- Click **Finish**
- If the screen comes up asking for the company name, account, number, address, fill in this information and click **Add Bill**
- Click **Finish**
- You will receive an email telling you that you have added a new biller in Bill Payments

Administration

When your business is enrolled in Business Online Banking, an Administrator (Admin) is set up for your business. This administrator may then set up other users for your business as described in the following section.

The Administration tab provides access to high level systems functions. The options available on the Administration menu include:

- **User Set Up** - assign users to access the system. The user that you set up can be anyone that you feel should have access to your financial information.
- **Account Set up** - gives the user the ability to add or delete accounts
- **Company Set up** - gives the user the ability to add or delete accounts.
- **Admin Reports** – links access to the Admin Reports page


User Set Up

The Company Administrator can add subsequent business users that may access the company's accounts via Business Online Banking. The administrator has the responsibility to assign each new user a Sign-On ID and Password along with specific functionality rights.

Risk Management Tip:

- You will be able to give users access to all or some of the functionality available. It is important to understand that assigning certain functions to subsequent users is just like handing those users your checkbook – treat those functions accordingly.
- You will need to manage your users to ensure that only the functionality that is applicable to their job is assigned to them.
- If the user changes roles, resigns or is terminated, the Administrator will need to disable or delete their access rights.

Add a new user

- Click  at the bottom right of the Set Up page
- **Step 1 User Information** page displays, type all of the information requested including:

User Information:

- **Enter** the User's Name
- **Assign** the user a Sign-on ID
- **Enter** a Temporary Password for the new user

NOTE: The email address and password must be confirmed or entered twice.

User Rights:

- **Step 1 User Information** page:
- **Click** on the box next to the User Rights you want to give the user access to (You do not have to give the user any rights if you choose).
- **Manage Company** - this gives the user access to the Accounts function in the Administration module.
- **Manage Accounts** - this gives user access to the User Setup function in the Administration module. (It is recommended that you reserve this functionality for only the highest level employees or owners).
- **Manage Users** - this gives users access to Company Setup function in the Administration module.
- **Manage Report** - this gives the user access to the Reports in the Administration module.
- **Disable User** checkbox is used to deny a user access to the Online Banking system without completely deleting them.



Step 2 Account Access:

This page only displays if one or more accounts are defined for your business.

- **View** – allows user to view data for specific accounts, select the view checkbox in the row identifying the account.
- **Stop*** – allows a user to issue Stop Payments for the account.
- **Transfers*** – allow a user to request fund transfers to/from the account.
- Click **Continue** to save the Account Access information and go to the next step.
- Click **Save and Exit** to create the user and return to the User Set up page.

NOTE: * recommended that you reserve this functionality for only the highest level employees or owners

EDIT User


- **Go** the User Setup page
- **Click** on the User's Sign-on ID hyperlink you wish to edit
- **Make** the changes you desire from the Edit User Screen
- **Click**  for other options OR
- **Click** 

DISABLE user

- **Go** the User Setup page
- **Check** the box **User disabled**
- **Click** 


Account Set Up

Add New Account

- **Click** on 
- If your business has subsidiary companies an account to dropdown list displays at the top of the page. If this displays you must select the name of the company you want to add the new account.
- **Enter** the following: Account Number, Account Nickname and Account type
- Click **Submit** to submit the new accounts or **Cancel** to return to the Account Set up
- Once the account has been approved by Salem Co-operative Bank, you will see the account in Online Banking.

Deleting an Account

CAUTION: IF THIS IS THE ONLY ACCOUNT YOU HAVE IN ONLINE BANKING, YOU WILL ALSO BE DELETING YOUR ONLINE BANKING

- **Click** on the “trashcan” icon  to the right of the account number
- **The Account Setup** – Delete an Account page displays with the Account Number, Account Type and Account Nickname to identify the account displays.
- Click **YES DELETE** to remove the account and it's related information from the Business Online Banking system or click **NO** to return to the Account Set up page without deleting the account.
- Click **OK** when the Delete Account Complete information displays. **List** ACCOUNT NUMBER, ACCOUNT TYPE AND ACCOUNT NICKNAME for the deleted account.

EDIT an account

- Click on the **Account Name** hyperlink and complete the following information:
 - **Account Name** – if you want to change the name of the account that appears on the *Balances* page, type in the new name here.
 - **Allow Transfers** – select from the drop-down list if transfers may be requested **To** or **From** this account, in **Both** directions, or if **No** transfers are allowed.
 - **Maximum Single Transfer** – enter the maximum dollar amount that may be requested for each transfer.
 - **Maximum Total Transfers Per Day** – enter the total dollar amount that can be transferred to/from this account each day.
 - **Maximum Number Transfers Per Day** – enter the total number of transfers that can be processed for this account each day.
- Click **Save** to save the changes to the account set up or **Cancel** to return to the Account Set up page.

Administration Reports

If you have Manage Reports user rights, you may click the Administration tab followed by the Admin Reports link (right side of screen) to access the Administration Reports page.

Reports

- **Admin Business Change Activity** A summary or detail for all changes made to the user, account and company business administrators.
- **Business Activity** the report summarizes activity for different types of bill payments. You may define parameters for this report.
- **User Profile Report** lists each user who can access date for your business and all rights assigned to the user.

Service Center

The Service Center page is used to view and respond to messages from Salem Co-operative Bank, manage your online account profile and page preferences, submit online requests forms and perform optional request functions and issue stop payment requests.

- **Messages**
The business online banking system provides a **secure** messaging feature that allows you to send, receive, find and delete messages from Salem Co-operative Bank.
- **My Profile**
You can manage your business online banking profile using this page. On this page you can change your sign-on password, modify your work email address, change your security question and request additional options. You can always click the **My Profile** hyperlink on the top of every page in business online banking system.
- **Page Preferences**
You may use this page to change your page display options and manage all the income and expense categories for transactions.

-
- Alerts
The Alerts module provides different types of alerts to establish to stay informed on the status of your funds.
 - Stop Payments
The Service Center also provides the ability to request Stop Payment Orders which can be submitted directly to the bank.

Excessive or Incorrect Passwords and/or Failed Logins

If a **USER** is locked out due to excessive incorrect passwords and/or failed logins, they must contact their Company Administrator. The Company Administrator will give the user a new temporary password and reset them.

If the **Company Administrator** is locked out due to excessive incorrect passwords and/or failed logins, they must call Salem Co-operative Bank's Deposit Services department at 603-893-3333 who will give them a new password and reset them.

RSA Authentication is Salem Co-operative Bank's additional layer of security for Business Online Banking. You will be prompted to choose five questions that only you know the answers to. These questions will only be used if unusual or uncharacteristic behavior is detected. **Most of the time you won't notice that the security feature is even there...but it will still be protecting you 24/7.** To learn more, please visit www.salemcoop.com under Other Services.

NOTE: If a **Business SUB USER is locked out of RSA Authentication**, they must contact their Company Administrator. The Company Administrator must call Salem Co-operative Bank's Operations department at 603-893-3333.

NOTE: If the **Company Administrator is locked out of Business Online Banking due to RSA Authentication**, they must call Salem Co-operative Bank's Deposit Services department at 603-893-3333.

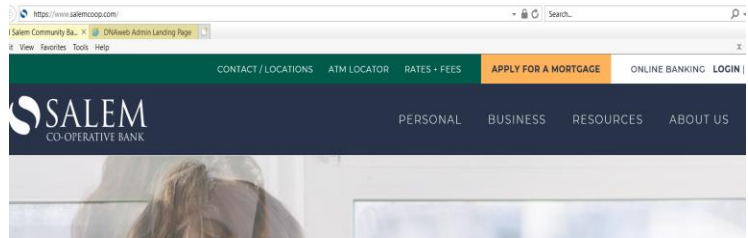
UNLOCK user - RSA authentication lockout

- The Company Administrator must call Salem Co-operative Bank's Deposit Services department at 603-893-3333.
- Salem Co-operative Bank's Deposit Services department will tell you when the Company Administrator can go in and reset the user.
- To do this:
 - Go to the User Setup page
 - Select the **Edit** link for the user you wish to edit
 - Under RSA Authentication Lockout, click the box next to **Reset**
 - Click **Continue**

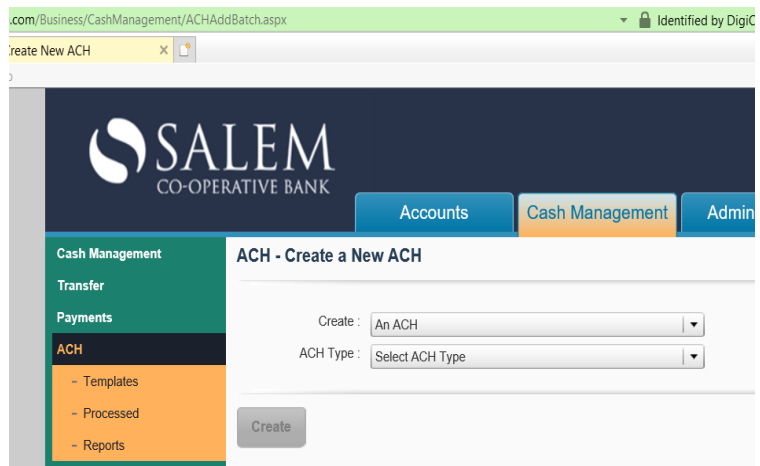
SIGN OUT - To exit or quit from the system. **Always use this when signing off.**

Creating an ACH Batch

1. Go to <https://www.salemcoop.com>



2. Click on the Cash Management tab
3. Click on ACH



4. Create a New ACH by entering the information on the screen below:

The screenshot shows the 'ACH - Create a New ACH' form in the Salem Co-Operative Bank online banking interface. The form is titled 'ACH - Create a New ACH' and has a progress bar with three steps: 1. Description, 2. Transaction Details, and 3. Confirmation. The form fields include: ACH Type: To/From corporate accounts (CCD), * Name: (text input), Description: (text input), * Offset Account: Business Online Banking Test Account (dropdown), Security: ☐ Set security to sensitive, Zero Dollar Amount: ☐ Send zero dollar, Addenda for ACH: (text input), and * Effective Date: mm/dd/yyyy (calendar icon). The form also includes a 'Cancel' button and a 'Continue' button. The left sidebar contains a 'Cash Management' menu with options: Transfer, Payments, ACH (highlighted), Templates, Processed, and Reports. The main content area also includes a 'TOOLS' section with a calendar for October 2018.

SALEM CO-OPERATIVE BANK

Accounts Cash Management Administration

Cash Management

Transfer

Payments

ACH

- Templates
- Processed
- Reports

Wires

ACH - Create a New ACH

Create : An ACH

ACH Type : To/From corporate accounts (CCD)

Create

5. Click Create

SALEM CO-OPERATIVE BANK

Accounts Cash Management Administration Service Center

Cash Management

Transfer

Payments

ACH

- Templates
- Processed
- Reports

Wires

ACH - Create a New ACH

1 Description 2 Transaction Details 3 Confirmation

ACH Type: To/From corporate accounts (CCD) Offset Account: Business Online Banking Test Account

Name: ACHTest1 Security: Normal

Description: Ach test file 101618 Effective Date: 10/17/2018

Addenda

0 Transactions

TOOLS

October 2018

| Name | ID | Deposit | Withdrawal | Account | Routing # | Type | Actions |
|-------------------|-----|---------|------------|---------|-----------|------|---------|
| Salem Cooperative | 001 | \$1.00 | | 5593258 | 211472977 | Chk | Chk |
| | | | | | | Chk | Chk |
| | | | | | | Chk | Chk |
| | | | | | | Chk | Chk |
| | | | | | | Chk | Chk |
| | | | | | | Chk | Chk |

6. Then save the file you created

SALEM CO-OPERATIVE BANK

Accounts Cash Management Administration Service Center

Cash Management

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Payments

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- Reports

Wires

ACH - Create a New ACH

1 Description 2 Transaction Details 3 Confirmation

ACH Type: To/From corporate accounts (CCD) Offset Account: Business Online Banking Test Account

Name: ACHTest1 Security: Normal

Description: Ach test file 101618 Effective Date: 10/17/2018

Addenda

1 Transaction Credit Totals: \$1.00

✓ Your ACH has been saved.

Additional Actions

☐ Save as template

☐ Approve

☐ Release

Done

7. To save as a template click on the Save as template box and name the template

SALEM CO-OPERATIVE BANK

Accounts Cash Management Administration Service Center

Cash Management
Transfer
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- Processed
- Reports
Wires

TOOLS
October 2018

ACH - Create a New ACH

1 Description 2 Transaction Details 3 Confirmation

ACH Type: To/From corporate accounts (CCD)
Name: ACHTest1
Description: Ach test file 101618
Addenda:

Offset Account: Business Online Banking Test Account
Security: Normal
Effective Date: 10/17/2018

1 Transaction Credit Totals: \$1.00

✓ Your ACH has been saved.

Additional Actions
☒ Save as template - Template Name: ACHTest1
☐ Approve
☐ Release

Done

8. Approve the Batch. This will then require a second user to approve and release the ACH Batch for processing to the Bank.

SALEM CO-OPERATIVE BANK

Accounts Cash Management Administration Service Center

Cash Management
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TOOLS
October 2018

ACH - Create a New ACH

1 Description 2 Transaction Details 3 Confirmation

ACH Type: To/From corporate accounts (CCD)
Name: ACHTest1
Description: Ach test file 101618
Addenda:

Offset Account: Business Online Banking Test Account
Security: Normal
Effective Date: 10/17/2018

1 Transaction Credit Totals: \$1.00

✓ Your ACH has been saved.

Additional Actions
☒ Save as template - Template Name: ACHTest1
☒ Approve
☐ Release

Done

Approving and releasing the Batch

1. The second approver will need to sign in
2. Click on the Cash Management Tab
3. Click on the Awaiting Release Tab
4. Click on the blue link for the file to review the file for accuracy.
5. Once the file is ready to be released click on the box for the file to be released and click on the Approve and Release button.
6. The releaser will receive a one-time Passcode Authentication message.

For Your Protection

In order to better protect your transactions, we will occasionally check your identity. We do this by sending you a one time code to enter. You can receive this code by telephone, text message or email.

You will type this code in on the next page.

Select how your code will be delivered

| | | |
|--|------------------------|---|
| | st*****@saalemcoop.com | <input type="button" value="Email me"/> |
| | xxxx - 5658 | <input type="button" value="Call me"/> |

What you should know...

The contact information you see here is the most current information we have. For security reasons you must select one of these options to receive your one time code.

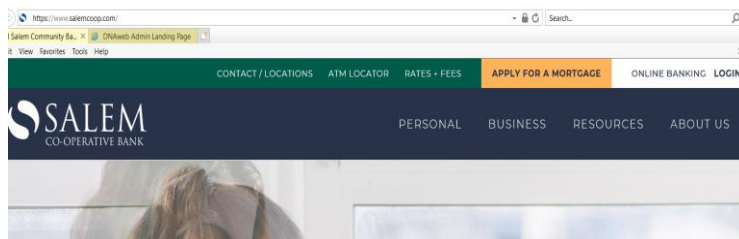
If the one time code is entered

7. Select how your code will be delivered.
8. Enter the code.
9. This will generate an email to Salem Co-operative Bank indicating a file has been released for processing.
10. Complete the ACH Transmittal form by entering the debit and credit amounts of the file released and fax to (603)952-2224.

NOTE: Files must be sent to the bank for processing prior to 3:00 PM Eastern Time for review and processing. If a file is submitted after this time it will be included in the following business day's processing.

Creating a Wire

1. Go to <https://www.salemcoop.com>



2. Click on the Cash Management Tab.
3. Click on View Wire Templates.
You must set up a template to send wires.
4. Click on the Create a Template button.
5. Select the following options from the drop-down menus

A screenshot of the 'Wires - Create a Wire Template' form. The title 'Wires - Create a Wire Template' is at the top. Below it, there are two drop-down menus. The first is labeled 'Wire Category:' and has 'Fed Wire' selected. The second is labeled 'Wire Type:' and has 'CTR-1000-Basic Wire Transfer' selected. Both menus have a downward arrow on the right side.

6. Click the Create button.
7. Fill in the Description of the wire.

Wires - Create a Wire Template

1 Description **2 Template Details**

* Wire Category: Fed Wire

* Wire Type: CTR-1000-Basic Wire Transfer

* Recurrence Type: Non-Repetitive

* Name: ABC Business

* Description: Pay invoice #12345

* Company: Salem Co-operative Bank

* Ordering Account: Business Online Banking Test Account

Amount Limit: \$0.00

Template Threshold:

Cancel Continue

8. Click the Continue button.
9. Fill in the Template Details if you would like any of the items to appear on every wire when using this template. Otherwise leave them blank.

1 Description **2 Template Details**

Wire Category: Fed Wire

Wire Type: CTR-1000-Basic Wire Transfer

Recurrence Type: Non-Repetitive

Name: ABC Business

Description: Pay invoice #12345

Company: Salem Co-operative Bank

Ordering Account: Business Online Banking Test Account

Amount Limit: \$0.00

Template Threshold:

[Wire Information](#)

Amount: \$0.00

[Beneficiary Information](#)

* Beneficiary ID Type: Please make a selection

ID Number:

Name:

Address Line 1:

Address Line 2:

Beneficiary Info Line 1:

Beneficiary Info Additional Lines:

[Receiving Financial Institution](#)

ID Number:

Name:

Cancel Back Continue

10. Click Continue.
11. Review the Confirmation page for accuracy.
12. Click Done
13. Click on Create New Wire transfer.
14. Select Wire Type from the drop-down
15. Click the radio button to select a wire template.
16. Click the Create Button.

17. Click the Continue button.
18. Fill in the Fields.

| | |
|---|---|
| Wire Category: Fed Wire Wire Type: CTR-1000-Basic Wire Transfer Recurrence Type: Non-Repetitive Name: ABC Business Description: Pay invoice #12 345 Company: Salem Co-operative Bank | Ordering Account: Business Amount Limit: \$0.00 Template Threshold: Effective Date: 03/07/20 Wire # 33 |
|---|---|

Wire Information

* Amount:

Beneficiary Information

* Beneficiary ID Type:

* ID Number: [Validate ABA](#)

Name: [Validate ABA](#)

Address Line 1:

Address Line 2:


Beneficiary Info Line 1:

Beneficiary Info Additional Lines:

Receiving Financial Institution

* ID Number: [Validate ABA](#)

Name: [Validate ABA](#)

19. Any field with a * is a required field.
20. You can use the  when applicable to assist you in ensuring the ABA number matches the Bank listed. You can type in the bank name then click on the magnifying glass. Review the Routing number it displays. Click on Use Routing Number and it will fill in the Routing number in the ED Number field for you.
21. Click the Continue button.
22. Review the Wire information.
23. Another User needs to sign on to Online Banking to Approve the wire.

Note: A complete 188-page **Business Online Banking Help Manual** is also available. Just click on the word **Help** at the top of screen once you are signed into Business Online Banking.



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