



# Exciting Updates

FOR BUSINESS ONLINE BANKING  
& CASH MANAGEMENT USERS



[#PeopleFirst](#)



We are excited to provide you with a new Online Banking experience. Please see below for exciting highlights and tips for Business Online Banking and Cash Management users.

## EXCITING UPDATES

### WHAT'S NEW?

- **A brand new look!**
- **A more robust Business Online Banking platform**, that includes:
  - Your own dashboard, where you can customize the information that you want to see or access most frequently. Examples of dashboard panels include:
    - Balance snapshot
    - Important account balances
    - Recent transactions
    - Check Verify and ACH Verify (*formerly ACH Alert*) exception decisions
  - An approval panel (If you have dual control established on):
    - Internal Transfers, ACH, and/or Wire Template Approvals
    - Internal Transfers, ACH, and/or Wire Transfer Approvals
  - A Calendar of upcoming transactions and alerts
- **No more tokens!** You will no longer need a token to log into your Online Banking. The first time a user logs in, they will be provided a one-time security code received via text or phone. This process will also occur whenever a user logs in from a different device or IP address.
  - **Note:** The one-time security code will also be required at the time of approval if the Company has:
    - elected dual control on wire transfers or ACH; or
    - at the time of online wire or ACH origination if no dual control has been elected.
- **Single sign-on for ACH Verify (*formerly ACH Alert*)!** This means that you will not need a separate set of credentials to log on to view and decision ACH items! You'll access all of your ACH Verify information within Online Banking!
- **Administer Online Banking changes, via your primary administrator!** Your primary administrator has the ability to: add/delete users, entitle users for services, accounts, and permissions, reset passwords for existing users, and establish user limits.
- **Multiple Account Transfers!** Transfer from one internal account to multiple internal accounts or from multiple internal accounts to one internal account within one online screen!
  - **Build Transfer Templates!** This new feature provides you with the opportunity to combine transfers in the same template and continue using the template over and over.
- **Setup your own Alerts!**
  - Transaction Alerts (alerts related to debit card, wire, ACH transactions) will be in real time.
  - Balance Alerts are not in real time. These alerts will be sent after the close of business.
- **Create your own reports!** Track the activities that are most important to you.



## WHAT'S NEW? *continued*

- **A more robust wire platform for Advanced Business customers** (*formerly Cash Management Online*):
  - Includes the ability to originate any type of wire transfer: Domestic, International, and International in a foreign currency!
  - Create and send a one-time wire (*formerly known as Free Form*) and the ability to reuse that wire information over and over. In other words, you will have the ability to setup wire templates on your own, without bank intervention, and have immediate access to use them.
  - Setup dual control on any new or edited wire templates.
  - Establish wire limits per user, and per account.
  - Setup recurring wire transfers
  - Reduced wire fees for wires originated via Online Banking. Outgoing Domestic wires originated via Online Banking will be \$15; International will be \$35.
    - If you were formerly calling in some or all of your wire transfers, you should consider originating wire transfers via Online Banking for significant cost savings! Wires not originated via Online Banking will be assessed \$30 for Domestic; \$50 for International.

If you currently call your wires in and originating wires via Online Banking is of interest to you, contact your Account Manager to get upgraded to Advanced Business (*formerly Cash Management Online*).

## WHAT'S CHANGING?

- All cut-off times listed in Online Banking will be in Eastern Time (ET)
  - **Note:** Be sure that all Online Users are aware of this change so that you don't miss an important cut-off deadline!

### Deposit Cut-off Times for Online Banking

Account to Account Transfers via Online Banking	<b>6:00 PM CT</b> (7:00 PM ET)
ACH Positive Pay	<b>2:00 PM CT</b> (3:00 PM ET)
ACH Transfer (outgoing originations)	<b>4:00 PM CT</b> (5:00 PM ET)
Check Positive Pay	<b>2:00 PM CT</b> (3:00 PM ET)
Outgoing Wire Origination (Domestic & International)	<b>3:00 PM CT</b> (4:00 PM ET)

## WHAT CAN I DO TO PREPARE?

- If you didn't log in during the Preview Period, you will want to access the Primary Administrator & User Guide that is available here: [welcometochoice.com/integration-updates/](http://welcometochoice.com/integration-updates/)
  - This guide will walk you through the first-time log in process, help you set up your dashboard, review transfers and payment options, account services, and managing users (if you are the primary administrator).



## SUMMARY OF AVAILABLE FEATURES

The chart below is a reminder of what features were available during the Preview Period and what will be available starting Monday, October 29.

DURING THE PREVIEW PERIOD	STARTING MONDAY, OCTOBER 29
Login, create a password, and setup a Dashboard	View balances and account history ( <i>Note: ICS, Certificate of Deposit, and Loan account details will display 10/30/18</i> )
Familiarize yourself with the menus and navigation	Access bank statements
Confirm the proper accounts, services, and contact information display ( <i>Note: balances/history, ICS accounts, eStatements, Bill Pay, and Check Positive Pay service will be available after Preview Period</i> )	Create and send transactions
Review/edit ACH and Wire templates	Access Bill Pay
Update account descriptions ( <i>Administrators only</i> )	Review/manage ACH and Check Positive Pay items and exceptions
Review users permissions and security ( <i>Administrators only</i> )	Download the Choice Financial Business Mobile App from your mobile devices app store

- **Attention 'Free Form Wire' Originators:** To originate what we previously referred to as 'Free Form Wires', you will use the 'Wire Money' option in the new Online Banking platform.
- If you do not see your repetitive wire or ACH templates in the new Online Banking, or the information within a template is incorrect, you can edit your templates at any time.

## QUICKBOOKS DESKTOP USERS

- If you download your information from Online Banking and import to QuickBooks software, you will need to re-link your Choice Bank account(s) by following these steps:
  - QuickBooks for Windows: <https://welcometochoice.com/quickbooksforwindows/>
  - QuickBooks for Mac: <https://welcometochoice.com/quickbooksformac/>

## QUICKBOOKS ONLINE USERS

- You will need to re-link your Choice Bank account(s) within QuickBooks Online by selecting 'Banking' and 'Add Account'. Search for 'Choice Financial'. Enter your login credentials, choose your accounts, and you are all set!



### OTHER IMPORTANT INFORMATION!

- There are several types of accounts and balances that you will not see on Monday, October 29, 2018, including: ICS accounts, CDs, and Loans. When you log in on October 30, these accounts and balances will be available for you to see.
- If you are an ICS account holder, you will be able to see both your balances and your new ICS account details on Tuesday, October 30 within Online Banking.
- Your primary administrator will be able to initiate loan advances and pay downs starting Tuesday, October 30. They will need to turn on loan transfer permissions for other users. Information on how to enable this feature can be found in the Primary Administrator & User Guide available here: <https://welcometochoice.com/wp-content/uploads/2018/10/BusinessOnlineBankingUserGuide.pdf>

### CASH MANAGEMENT HELP TEAM

Our goal is to make this transition as smooth as possible for you. If you have questions or concerns about any of these changes, please do not hesitate to contact your Account Manager or our Cash Management Team at **763.210.7775** or email [cmteam@bankwithchoice.com](mailto:cmteam@bankwithchoice.com).

